

**ROTORUA
DISTRICT COUNCIL**

**COMMUNITRAK™
SURVEY**

MAY/JUNE 2005

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

ROTORUA DISTRICT COUNCIL

MAY/JUNE 2005



AUCKLAND

PHONE (09) 630-0655

FAX (09) 638-7846

CONTENTS

	<u>Page No.</u>
A. SITUATION AND OBJECTIVES	1
B. COMMUNITRAK™ SPECIFICATIONS	2
C. EXECUTIVE SUMMARY	5
D. MAIN FINDINGS	17
1. Council Services/Facilities	18
a. Satisfaction With Council Services/Facilities	19
i. Footpaths	19
ii. Roads	22
iii. Stormwater Drainage	25
iv. The Sewerage System	28
v. Parking In Rotorua City	30
vi. Water Supply	33
vii. Control Of Dogs	35
viii. Control Of Noise	39
ix. Parks, Reserves, Sportsfields And Playgrounds	41
x. Rubbish Collection	43
xi. Recycling Waste Materials	45
xii. Refuse Disposal	48
xiii. Art and History Museum	51
xiv. Building Inspections	53
xv. Planning And Inspection Services (i.e. permits, licences, consents and health inspections, but <u>not</u> building inspections)	55
xvi. Beautification And Landscaping Of The District	57
xvii. Library Service	59
xviii. Civil Defence Organisation	61
xix. Rotorua Aquatic Centre	63
xx. Promotion Of Job Opportunities	65
b. Spend Emphasis On Council Services/Facilities	67
c. Spend 'More' Comparison	68
d. Spend Priority	69
2. Council Policy And Direction	70
a. Recent Actions Or Decisions Residents Approve Of	71
b. Recent Actions Or Decisions Residents Disapprove Of	73
3. Rates Issues	75
a. Preferred Method Of Paying Rates	76
b. Satisfaction With The Way Rates Are Spent On The Services And Facilities Council Provides	78

CONTENTS (continued)

	<u>Page No.</u>
4. Contact With Council	80
a. Who They Approach First If They Have A Matter To Raise With Council.....	81
b. Contact With A Councillor And /Or The Mayor In The Last 12 Months	82
c. Levels Of Contact	84
d. Satisfaction When Contacting The Council Offices By Phone	86
e. Satisfaction When Visiting A Council Office In Person	88
f. Satisfaction When Contacting The Council Offices In Writing.....	90
g. Satisfaction When Contacting The Council Offices By E-Mail	92
h. Satisfaction With Overall Service Received When Contacted Council Offices	93
5. Information	95
a. Main Source Of Information About Council	96
b. Is The Information Provided About Council Balanced?	98
c. Readership Of Information Published By Council In The Last 12 Months	100
d. Types Of Information Published By Council Residents Have Seen Or Read In The Last 12 Months	102
e. The Sufficiency Of The Information Supplied	105
6. Representation.....	107
a. Awareness Of Their Councillors	108
b. Accessibility Of Councillors	109
c. Councillors' Approachability	110
d. Perceived Degree Of Open-Mindedness Of Councillors	112
e. Expected Degree Of Consultation	114
f. Performance Rating Of The Mayor And Councillors In The Last Year	116
g. Performance Rating Of The Council Staff In The Last Year	118

CONTENTS (continued)

	<u>Page No.</u>
7. Local Issues	120
a. Council Consultation And Community Involvement	121
i. Satisfaction With The Way Council Involves The Public In The Decisions It Makes	121
ii. How Much Influence Do Residents Feel The Public Has On Decisions That The Council Makes?	123
b. Emergency Management	125
i. Do Households Have An Emergency Kit (that includes stored food, water, a radio, batteries and a torch)?	125
ii. Do Households Have An Emergency Plan?	126
c. Diversity	127
d. Electoral Review Issues	129
i. System Preference	129
ii. Maori Wards	131
iii. Community Boards	133
E. APPENDIX (Base by Sub-Sample).....	135

NB: Please note the following explanations for this report:

- Figures that are comparably lower than percentages for other respondent types.
- Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

In general, where bases are small (<30), no comparisons have been made.
For small bases, the estimates of results are not statistically reliable due to the high margins of error.

A. SITUATION AND OBJECTIVES

The mission statement for Rotorua District Council reads ...

"To provide excellent leadership and sustainable community services that improve quality of life for residents and ensure a world-class experience for visitors and ensure a world-class experience for visitors."

Council engages a variety of approaches, to seek public opinion and to communicate programmes and decisions to the people resident in its area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey undertaken in 1992, 1993, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004 and now again in 2005.

In 2005, Communitrak™ sought to obtain the views of Rotorua District residents on the specific issues of ...

- how satisfied residents are with the way Council involves the public in the decisions it makes and how much influence they feel the public has in this process,
- whether residents feel the increase in the number of people with diverse lifestyles and from a variety of countries and cultures makes the Rotorua District a better or worse place to live,
- residents' preparedness for a Civil Defence emergency,
- residents' preferences regarding specific aspects of the electoral system.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted by telephone with 408 residents of the Rotorua District.

The survey is framed on the basis of the Wards, as the elected representatives are associated with a particular Ward.

Interviews were spread as follows:

North	101
South	103
East	103
West	101
Total	<u>408</u>

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample Selection

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Ward. Sample sizes for each Ward were predetermined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

Households were screened to ensure they fell within the Rotorua District Council's geographical boundaries.

Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man or woman, normally resident, aged 18 years or over, who had the next birthday.

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample Weighting

Weightings are applied to the sample data, to reflect the actual Ward, gender, age group and ethnic group proportions in the area as determined by Statistics New Zealand's 2001 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Rotorua District. Bases for subsamples are shown in the Appendix. Where we specify a "base" we are referring to the actual number of respondents.

Survey Dates

All interviews were conducted between Friday 27 May and Wednesday 8 June.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak™ service provides ...

- comparisons with a national sample of 1005 interviews conducted in September 2005,
- comparisons with provincial, urban and rural norms,
- comparisons with previous readings of your own District's views (in this case the Rotorua District 2000, 2001, 2002, 2003 and 2004 Communitraks™).

The survey methodology for the comparison data is similar in every respect to that used for your Council's Communitrak™ reading.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2001 Census data.

It is important to bear in mind that this is a 'yardstick' only to provide an indication of typical resident perceptions. The performance criteria established by Council for themselves are of particular relevance, and thus are the emphasis of the survey.

Margin Of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 500	±4.4%	±3.5%
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%
n = 200	±6.9%	±5.5%

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.9%, for a sample of 400.

Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	Midpoint <u>is 50%</u>	Midpoint is <u>80% or 20%</u>
n = 500	±6.2%	±4.9%
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%
n = 200	±9.8%	±7.8%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents, is plus or minus 6.9%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

* * * * *



C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Rotorua District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Rotorua District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

Council Services/Facilities

Summary Table - Satisfaction With Services /Facilities

	2005		2004	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Rubbish collection	93	4	89	6
Beautification and landscaping	92	7	95	3
Parks, reserves, sportsfields and playgrounds	91	6	91	6
Water supply	87	7	87	7
Noise control	86	6	80	8
Library service	85	3	88	3
Sewerage system	84	5	82	7
Footpaths	81	16	82	16
Roads	79	21	84	16
Art & History Museum	78	1	71	2
Rotorua Aquatic Centre	77	7	78	6
Refuse disposal	77	10	81	5
Dog control	75	21	69	25
Stormwater drainage	74	20	81	12
Recycling waste materials	60	31	55	34
Promotion of job opportunities	53	6	46	10
Parking in Rotorua City	53	46	48	51
Planning and Inspection Services (excluding building inspections)	49	8	41	9
Building inspections	48	7	39	4
Civil Defence Organisation	47	3	46	3

NB: where figures do not add to 100%, the balance is a "don't know" response.

Percent Very Satisfied - Comparison

	2005 %	2004 %	Peer Group %	National Average %
Beautification and landscaping of the District	67	69	51	40
Library Service	66	69	67	66
Rubbish collection	61	55	45	48
Parks, Reserves, Sportsfields & Playgrounds	59	48	*54	*55
Rotorua Aquatic Centre	55	50	†39	†36
Art & History Museum	53	49	39	42
Water Supply	47	44	37	40
Sewerage System	34	30	37	37
Refuse Disposal	32	35	28	24
Control of noise	32	31	28	28
Recycling waste materials	30	24	41	44
Control of dogs	28	25	23	24
Roads	25	21	13	12
Footpaths	24	26	15	16
Stormwater drainage	19	21	31	26
Building Inspections	18	10	**12	**10
Civil Defence Organisation	17	21	20	14
Planning & Inspection Services	17	10	**12	**10
Promotion of job opportunities	15	12	14	12
Parking in Rotorua City	11	9	26	21

* Figures are based on average ratings for parks & reserves and sportsfields & playgrounds.

** Figures are based on ratings for town planning/ planning & inspection services.

† Figures are based on ratings for public swimming pools.

In terms of those not very satisfied, Rotorua performs favourably compared to the Peer Group and/or National Averages for ...

	<u>Rotorua</u> %	<u>Peer Group</u> %	<u>National Average</u> %
• roads	21	29	29
• footpaths	16	27	27
• refuse disposal	10	21	18
• planning and inspection services	8	*23	*24
• building inspections	7	*23	*24
• water supply	7	14	12
• Rotorua Aquatic Centre	7	**12	**9
• promotion of job opportunities	6	24	22
• control of noise	6	14	16
• sewerage system	5	11	10
• rubbish collection	4	12	10
• Civil Defence Organisation	3	10	12
• Art & History museum	1	6	5

* Figures based on ratings for town planning/planning and inspection services.

** Figures based on ratings for public swimming pools.

However, Rotorua compares unfavourably for ...

• parking in the CBD	46	35	39
• recycling waste materials	31	26	18

For the following services/facilities, Rotorua performs on par with the Peer Group and National Averages ...

• control of dogs	21	25	25
• stormwater drainage	20	16	20
• beautification and landscaping	7	10	10
• parks, reserves, sportsfields and playgrounds	6	*3	*4
• library service	3	1	2

* Figures based on average ratings for parks and reserves and sportsfields and playgrounds.

Frequency Of Household Use - Council Services And Facilities

	Usage In Last Year		
	Three times or more %	Once or twice %	Not at all %
Parks, reserves, sportsfields or playgrounds	77	13	10
District Library	65	15	20
Refuse disposal services	57	18	25
Recycling services	63	9	28
Rotorua Aquatic Centre	50	17	33
Art & History Museum	26	39	35
Building inspection services	9	16	75
Contacted Council about dogs	4	19	77
Planning or inspection services	9	11	80
Contacted Council about noise	4	9	87

Parks, reserves, sportsfields or playgrounds, 90%,

District libraries, 80%,

Refuse disposal services, 75% (71% in 2004)

... are the facilities or services surveyed which have been most frequently used by residents in the last year.

Council Policy And Direction

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction. Rather, through understanding where people's opinions and attitudes lie, Council is able to embark on information, education, persuasion and/or communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

31% of residents have in mind a recent Council action, decision or management they approve of (39% in 2004). This is below the Peer Group and National Averages.

The main mentions are ...

- beautification of the City / District, mentioned by 4% of all residents,
- promoting the Lions Tour, 4%,
- gardens / keep the gardens beautifully, 3%,
- sewerage reticulation, 3%,
- sportsdrome / other sports facilities, 3%,
- entertainment / sports events, 3%.

24% of residents have in mind a recent Council action, decision or management they disapprove of (40% in 2004). This is below the Peer Group and National Averages.

The main mentions are ...

- airport extension issue, mentioned by 4% of all residents,
- rates issues / increases, 3%,
- roading issues / roadworks / traffic issues, 3%,
- poor Councillor performance - poor attitude / racist, 2%,
- lakes ownership issue, 2%,
- cleaning of lakes / pollution issues, 2%.

Rates Issues

82% of residents identify themselves as ratepayers (75% in 2004).

29% of ratepayers say they prefer to pay their rates by automatic payment from their bank account (24% in 2004) and 26% favour paying in person by cheque or cash (25% in 2004).

Overall, 85% of residents are satisfied with the way rates are spent on the services and facilities provided by Council (77% in 2004), with 10% being not very satisfied (15% in 2004). The not very satisfied reading is below the Peer Group and National Averages.

86% of ratepayers are satisfied with the way rates are spent (79% in 2004) and 10% are not very satisfied (17% in 2004).

Contact With Council

74% of residents would contact Council offices or staff first if they have a matter to raise with Council (74% in 2004). 15% would make contact with a Councillor (9% in 2004), with 4% saying specifically they would first contact the Mayor (6% in 2004).

17% have contacted a Councillor or the Mayor in the last 12 months (18% in 2004).

58% of residents have contacted the Council offices in some way, either by phone, in person, in writing and/or by e-mail during the last 12 months (57% in 2004). 46% have contacted the Council by phone (40% in 2004), 37% in person (40% in 2004), 13% in writing (8% in 2004) and 7% by e-mail (3% in 2004).

90% of residents who have contacted a Council Office by phone in the last 12 months are satisfied with the service received (81% in 2004), with 91% of residents satisfied when visiting a Council Office in person (91% in 2004). 88% are satisfied when contacting a Council office in writing (61% in 2004) and 92% are satisfied when contacting them by e-mail (90% in 2004).

Overall, 92% of residents who have contacted the Council offices in the last 12 months are satisfied with the service they received (88% in 2004), with 8% being not very satisfied (11% in 2004).

The percent not very satisfied is slightly below the Peer Group and National Averages.

Information

Newspapers are the main source of information about Council for 82% of District residents (79% in 2004).

46% of residents see the information provided about Council as balanced, neither for nor against Council (38% in 2004), while 12% see the information as a little one-sided in favour of Council (13% in 2004). 3% of residents see the information provided about Council as a little one-sided against Council (1% in 2004), with 34% saying it is sometimes in favour / sometimes against Council (41% in 2004).

79% of Rotorua District residents who are aware of information about what's going on in the District, have seen or read information Council publishes specifically for the community in the last 12 months (73% in 2004).

Of those who have seen or read information published by the Council in the last 12 months, the majority have seen / read information from the newspaper supplements such as 'The District News' (84%, compared to 75% in 2004), while 63% have read / seen information supplied with their rates demand (69% in 2004) and 53% have read / seen the Annual Plan.

68% of residents feel there is enough / more than enough information supplied by Council (61% in 2004), while 26% of residents feel there is not enough / nowhere near enough information supplied (34% in 2004).

Representation

The success of democracy in the Rotorua District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making.

a. Awareness Of Councillors

74% of the District are able to name at least one member of Council (73% in 2004), with 38% being able to name three or more Councillors. On average, residents who can name a Councillor can name two.

b. Accessibility Of Councillors

84% of residents feel they know how to contact a Councillor and would do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor (77% in 2004).

c. Approachability

In terms of how approachable residents feel their Councillors are, 48% of residents believe their representatives welcome questions, comments and requests so that they would feel comfortable approaching them (49% in 2004). Rotorua District residents are above New Zealanders on average and similar to their Peer Group counterparts, in terms of feeling comfortable approaching Councillors.

d. Open-mindedness

36% of all residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues (32% in 2004). 11% feel Councillors are defensive and one-sided in these situations (17% in 2004). 44% feel the answer lies somewhere between the two, and the balance, 9%, don't know.

Rotorua residents are on par with Peer Group residents and above residents nationwide in terms of believing their Councillors give an open-minded hearing.

e. Consultation

51% of residents want consultation on major issues (49% in 2004). Rotorua residents are below residents nationwide and residents in their Peer Group in this respect.

Residents give the following main examples of major issues they wish to be consulted on ...

- lake water quality / cleaning up the lakes, mentioned by 9% of all residents,
- airport development / extension, 9%,
- roading / new roads, 7%,
- sewerage, 5%,
- rates increases / setting of rates, 4%.

f. Performance Rating Of The Mayor and Councillors

67% of residents rate the performance of the Mayor and Councillors as very / fairly good (64% in 2004). 3% rate their performance as not very good / poor (6% in 2004).

61% of those residents who had contacted the Mayor or a Councillor in the last 12 months rate the performance as very / fairly good.

Rotorua residents rate the performance of their Mayor and Councillors slightly above the Peer Group Average and above the National Average, in terms of those rating Councillors' performance as very / fairly good.

g. Performance Rating Of The Council Staff

74% of residents rate the performance of the Council staff as very good or fairly good (72% in 2004). 3% rate their performance as not very good or poor (4% in 2004).

Rotorua residents rate their own Council staff's performance above Peer Group residents and the nation as a whole, in terms of those rating Council staff performance as very / fairly good.

Local Issues

Council Consultation And Community Involvement

5% of residents are very satisfied with the way Council involves the public in the decisions it makes, and 55% are satisfied (43% in 2004). 2% of residents are very dissatisfied and 7% are dissatisfied (14% in 2004). 3% are unable to comment and 28% are neither satisfied nor dissatisfied.

The dissatisfied / very dissatisfied reading (9%) is below the Peer Group and National Averages.

8% of residents feel the public has a large influence on the decisions that Council makes (11% in 2004), while 57% think they have some influence (47% in 2004). 26% of residents say the public has a small influence (31% in 2004) and 6% feel the public has no influence on Council decisions (7% in 2004). 3% are unable to comment (4% in 2004).

Emergency Management

35% of residents say their household has an emergency kit (32% in 2004), while 65% of residents say they do not (68% in 2004).

39% of residents say their household has an emergency plan of what to do and where to meet in the event of a Civil Defence emergency (37% in 2004), while 60% of residents say they don't (63% in 2004). 1% are unable to comment.

Diversity

Residents feel that the increase in the number of people with diverse lifestyles and from a variety of countries and cultures makes Rotorua District, as a place to live ...

Much better	17% of all residents (15% in 2004)
Better	41% (35% in 2004)
Neither better nor worse	36% (40% in 2004)
Worse	4% (7% in 2004)
Much worse	0% (1% in 2004)
Don't know	2% (2% in 2004)

The percent saying "much better / better" is above the Peer Group Average and on par with the National Average.

Electoral Review Issues

1. Preferred Voting System for the 2007 Council Elections:

F.P.P, that is, First Past the Post	62%	of all residents
S.T.V, that is, Single Transferable Vote	24%	
No preference for either	7%	
Don't know	7%	

2. Maori Wards:

30% of residents think that a Maori Ward or Wards, similar to what exists for the Maori seats in the Central Government elections, should be established for the Rotorua District Council elections, while 68% don't. 2% are unable to comment.

3. Community Boards:

42% of residents think that the Council should establish one or more Community Boards, while 54% say they shouldn't. 4% are unable to comment.

* * * * *



D. MAIN FINDINGS

Throughout this Communitrak™ report, comparisons are made with the National Average of Local Authorities and with a Peer Group of similar Local Authorities.

For Rotorua District Council, this Peer Group of similar Local Authorities are those comprising a provincial city or town(s), together with a rural component.

NRB has defined the Provincial Peer Group as those Territorial Authorities where between 68% and 91% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2001 Census data.

In this group are ...

Gisborne District Council	Rodney District Council
Gore District Council	South Waikato District Council
Grey District Council	Taupo District Council
Hastings District Council	Timaru District Council
Horowhenua District Council	Waikato District Council
Marlborough District Council	Waimakariri District Council
Masterton District Council	Waipa District Council
New Plymouth District Council	Wanganui District Council
Queenstown-Lakes District Council	Whangarei District Council

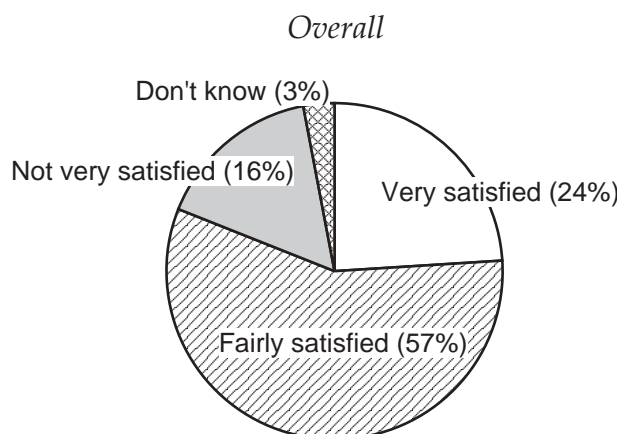


1. Council Services/Facilities

a. Satisfaction With Council Services/Facilities

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service/facility.

i. Footpaths



In 2005, 81% of residents are satisfied with footpaths, including 24% who are very satisfied. 16% are not very satisfied.

The percent not very satisfied compares favourably with both the National and Peer Group Averages, and is similar to last year's reading.

Residents more likely to be not very satisfied with footpaths are ...

- women,
- ratepayers,
- residents who live in a one or two person household.

The main reasons given for not being very satisfied with footpaths are ...

- uneven/bumpy/broken/rough/potholes,
- lack of maintenance/need upgrading/in poor condition,
- no footpaths/not enough footpaths.

Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	24	57	81	16	3
2004	26	56	82	16	2
2003	33	48	81	16	3
2002	29	54	83	15	2
2001	33	46	79	18	3
2000	37	49	86	12	2
<u>Comparison</u>					
Peer Group (Provincial)	15	54	69	27	4
National Average	16	55	71	27	2
<u>Ward</u>					
North	24	59	83	14	3
South	24	54	78	20	2
East	20	54	74	21	5
West	27	62	89	11	-
<u>Gender</u>					
Male	21	(64)	(85)	12	3
Female	26	51	77	(21)	2
<u>Ratepayer?</u>					
Ratepayer	23	55	78	(19)	3
Non-ratepayer	24	(69)	(93)	5	2
<u>Household Size</u>					
1-2 person household	25	47	72	(22)	6
3+ person household	23	(63)	(86)	13	1

% read across

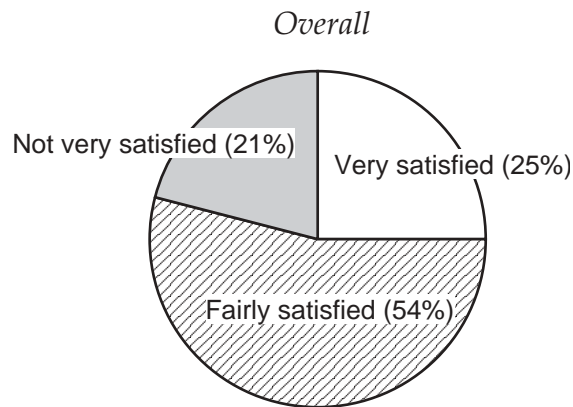
Summary Table - Main Reasons* For Being Not Very Satisfied With Footpaths

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Uneven/bumpy/broken/rough/potholes	6	3	8	8	4
Lack of maintenance/need upgrading/in poor condition	6	4	10	5	4
No footpaths/not enough footpaths	3	4	4	2	1

* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 81%</p>

ii. Roads



79% of residents are satisfied with roads, including 25% who are very satisfied (21% in 2004). 21% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages, and 5% above the 2004 reading.

Residents more likely to be not very satisfied with roads are ...

- West Ward residents,
- residents who live in a three or more person household,
- residents aged 18 to 59 years, in particular those aged 18 to 39 years,
- non-ratepayers.

The main reasons for being not very satisfied with roads are ...

- traffic issues,
- poor condition/lack maintenance/need upgrading/improving,
- potholes/uneven/rough/bumpy,
- engineering/design of roads,
- inconvenience of roadworks/take too long/bad timing.

Satisfaction With Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	25	54	79	21	-
2004	21	63	84	16	-
2003	29	56	85	14	1
2002	28	54	82	17	1
2001	25	47	72	28	-
2000	31	49	80	20	-
<u>Comparison</u>					
Peer Group (Provincial)	13	57	70	29	1
National Average	12	59	71	29	-
<u>Ward</u>					
North	32	45	77	23	-
South	22	61	83	16	1
East	18	70	88	11	1
West	29	37	66	34	-
<u>Household Size</u>					
1-2 person household	30	54	84	15	1
3+ person household	22	53	75	25	-
<u>Age</u>					
18 - 39 years	21	50	71	29	-
40 - 59 years	26	55	81	18	1
60+ years	30	59	89	9	2
<u>Ratepayer?</u>					
Ratepayer	25	57	82	17	1
Non-ratepayer	23	37	60	39	1

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With Roads

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Traffic issues	7	10	4	1	14
Poor condition/lack maintenance/need upgrading/improving	7	10	2	3	12
Potholes/uneven/rough/bumpy	6	3	5	5	11
Engineering/design of roads	3	1	1	3	6
Inconvenience of roadworks/take too long/bad timing	3	-	4	4	3

* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 79%</p>

iii. Stormwater Drainage



74% of Rotorua District residents are satisfied with stormwater drainage, while 20% are not very satisfied.

The percentage not very satisfied is on par with the the Peer Group Average, similar to the National Average and 8% above last year's reading.

74% of residents have a piped stormwater collection (81% in 2004), with these residents being similar to residents overall in terms of satisfaction (77%).

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with stormwater drainage. However, the following residents appear slightly more likely to feel this way ...

- North and West Ward residents,
- shorter term residents, those residing in the District 10 years or less,
- residents aged 18 to 39 years or 60 years or over.

The main reasons for being not very satisfied with stormwater drainage are ...

- flooding/surface flooding,
- blockages/leaves/drains need cleaning,
- system lacks maintenance/needs improving.

Satisfaction With Stormwater Drainage

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	19	55	74	20	6
2004	21	60	81	12	7
2003	24	57	81	12	7
2002	24	50	74	20	6
2001	29	46	75	18	7
2000	27	45	72	22	6
Service Provided	20	57	77	20	3
<u>Comparison</u>					
Peer Group (Provincial)	31	42	73	16	11
National Average	26	44	70	20	10
<u>Ward</u>					
North	22	46	68	26	6
South	18	60	78	14	8
East	15	60	75	16	9
West	21	52	73	24	3
<u>Length of Residence</u>					
Lived there 10 years or less	17	45	62	25	(13)
Lived there more than 10 years	20	(58)	(78)	18	4
<u>Age</u>					
18 - 39 years	16	57	73	23	4
40 - 59 years	21	54	75	15	10
60+ years	22	50	72	22	6

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With Stormwater Drainage

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Flooding/surface flooding	13	13	12	10	17
Blockages/leaves/drains need cleaning	7	10	2	8	7
System lacks maintenance/needs improving	4	5	5	3	1

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 74%

Receivers of Service = 77%

iv. The Sewerage System



84% of residents are satisfied with the District's sewerage system, including 34% who are very satisfied (30% in 2004). 5% are not very satisfied and 11% are unable to comment.

The percent not very satisfied is slightly below the Peer Group and National Averages and similar to the 2004 reading.

82% of residents are provided with a sewerage system. Of these, 95% are satisfied and 3% not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those not very satisfied with the District's sewerage system.

The main reasons* for being not very satisfied with the sewerage system are ...

- concerns re pollution of lakes, mentioned by 1% of all residents,
- the smell, 1%,
- cost involved, 1%,
- no sewerage system / on septic tanks, 1%,
- sewerage system needs improving, 1%.

* multiple responses allowed

Satisfaction With The Sewerage System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2005	34	50	84	5	11
2004	30	52	82	7	11
2003	33	44	77	8	15
2002	34	48	82	4	14
2001	43	38	81	6	13
Service Provided	39	56	95	3	2
<u>Comparison</u>					
Peer Group (Provincial)	37	39	76	11	13
National Average	37	42	79	10	11
<u>Ward</u>					
North	32	40	72	7	21
South	29	57	86	5	9
East	34	58	92	1	7
West	43	46	89	6	5

% read across

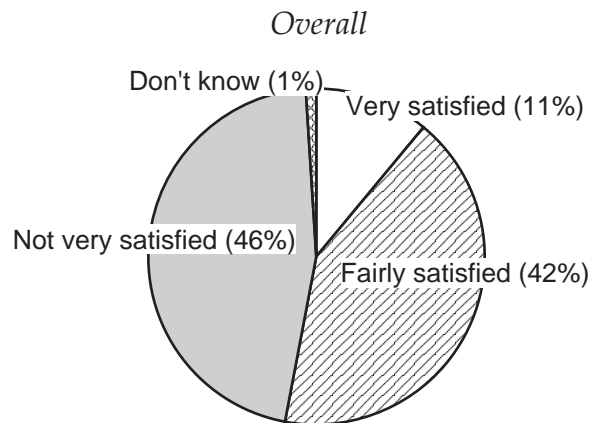
* Not asked in 2000

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 84%

Receivers of Service = 95%

v. *Parking In Rotorua City*



53% of residents are satisfied with parking in Rotorua City (48% in 2004), with 46% being not very satisfied.

The percent not very satisfied is above the Peer Group and National Averages for parking in Central Business Districts, and 5% below the 2004 reading.

West Ward residents are more likely to be not very satisfied with parking in Rotorua City, than other Ward residents.

As in previous years, apart from there not being enough parking, many of the reasons given by residents for being not very satisfied with parking in Rotorua City relate to the design aspects of parking, ranging from centre of road parking to poor planning/design. This year dissatisfaction with the cost of parking has also risen.

It also appears that the following residents are slightly more likely to feel this way ...

- residents aged 40 to 59 years,
- women,
- longer term residents, those residing in the District more than 10 years.

The main reasons for being not very satisfied with parking in Rotorua City are ...

- not enough parking/have to park far away,
- cost of parking/parking meters/more free parking needed,
- need more parking buildings/areas,
- roads too narrow/narrow due to parking in the middle.

Satisfaction With Parking In Rotorua City

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	11	42	53	46	1
2004	9	39	48	51	1
2003	17	35	52	47	1
2002	12	36	48	49	3
2001	13	38	51	48	1
2000	16	36	52	46	2
<u>Comparison</u>					
Peer Group (Provincial)	26	39	65	35	-
National Average	21	39	60	39	1
<u>Ward</u>					
North	7	44	51	48	1
South	9	50	59	40	1
East	11	50	61	36	3
West	18	21	39	61	-
<u>Age</u>					
18 - 39 years	11	46	57	43	-
40 - 59 years	12	34	46	52	2
60+ years	10	42	52	45	3
<u>Gender</u>					
Male	11	45	56	43	1
Female	12	38	50	49	1
<u>Length of Residence</u>					
Lived there 10 years or less	17	40	57	42	1
Lived there more than 10 years	9	42	51	48	1

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With Parking In Rotorua City

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Not enough parking / have to park too far away	21	20	15	18	(31)
Cost of parking / parking meters / more free parking needed	14	17	15	8	18
Need more parking buildings / areas	9	11	8	8	8
Roads too narrow / narrow due to parking in the middle	6	5	7	3	8

* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 53%</p>
--

vi. Water Supply



87% of all residents are satisfied with the water supply, including 47% who are very satisfied (44% in 2004). 7% of residents are not very satisfied.

Rotorua District is below the Peer Group Average and slightly below the National Average, in terms of the percent not very satisfied with water supply, while being similar to last year's reading.

86% of residents say they are provided with a water supply and, of these, 92% are satisfied 8% not very satisfied.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the District's water supply.

The main reasons* for being not very satisfied with water supply are ...

- chlorine / chemicals in water, mentioned by 2% of all residents,
- shortage of water, 2%,
- poor quality of water / discoloured, 2%.

* multiple responses allowed

Satisfaction With Water Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	47	40	87	7	6
2004	44	43	87	7	6
2003	45	38	83	7	10
2002	55	35	90	5	5
2001	50	36	86	7	7
2000	53	33	86	8	6
Service Provided	51	41	92	8	-
<u>Comparison</u>					
Peer Group (Provincial)	37	38	75	14	11
National Average	40	40	80	12	8
<u>Ward</u>					
North	47	33	80	13	7
South	42	47	89	4	7
East	50	39	89	5	6
West	50	40	90	8	2

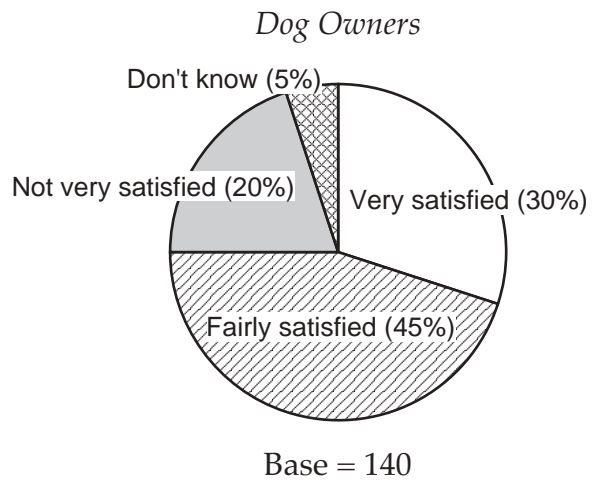
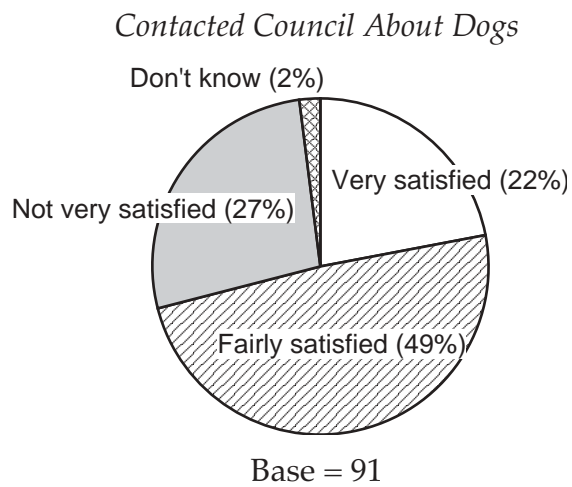
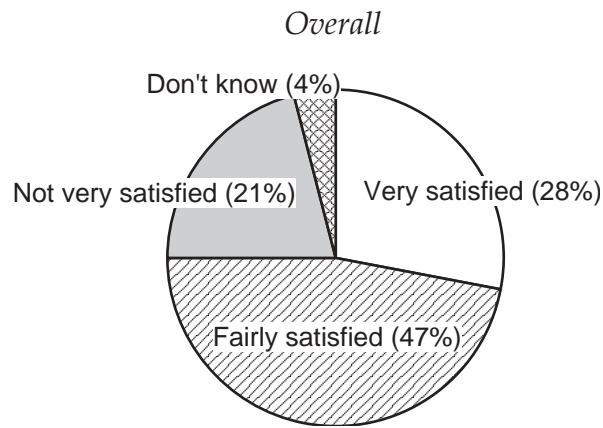
% read across

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 87%

Receivers of Service = 92%

vii. Control Of Dogs



75% of residents are satisfied with dog control (69% in 2004), with 28% being very satisfied with this service (25% in 2004), while 21% are not very satisfied.

The percent not very satisfied is on par with the Peer Group and National Averages and the 2004 reading.

23% of Rotorua households have contacted Council about dogs in the last 12 months (31% in 2004), while 35% of residents are dog owners.

75% of dog owners are satisfied, while 71% of residents whose household has contacted Council about dogs feel this way (59% in 2004).

Residents more likely to be not very satisfied with dog control are ...

- West Ward residents,
- men,
- longer term residents, those residing in the District more than 10 years,
- residents aged 40 to 59 years.

The main reasons given for being not very satisfied with dog control are ...

- too many roaming/uncontrolled dogs,
- need more control/need to be tougher,
- dogs are a nuisance/barking/getting into rubbish,
- owners not responsible,
- danger to people and other animals.

Satisfaction With Control Of Dogs

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	28	47	75	21	4
2004	25	44	69	25	6
2003	27	46	73	23	4
2002	29	43	72	23	5
2001	34	38	72	25	3
2000	35	39	74	20	6
Contacted Council about dogs	22	49	71	27	2
Dog Owners	30	45	75	20	5
<u>Comparison</u>					
Peer Group (Provincial)	23	47	70	25	5
National Average	24	47	71	25	4
<u>Ward</u>					
North	35	40	75	22	3
South	26	47	73	17	10
East	33	51	84	14	2
West	17	49	66	32	2
<u>Gender</u>					
Male	23	46	69	26	5
Female	32	48	80	17	3
<u>Length of Residence</u>					
Lived there 10 years or less	36	42	78	16	6
Lived there more than 10 years	24	49	73	24	3
<u>Age</u>					
18 - 39 years	29	51	80	18	2
40 - 59 years	27	39	66	29	5
60+ years	27	51	78	16	6

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With Control Of Dogs

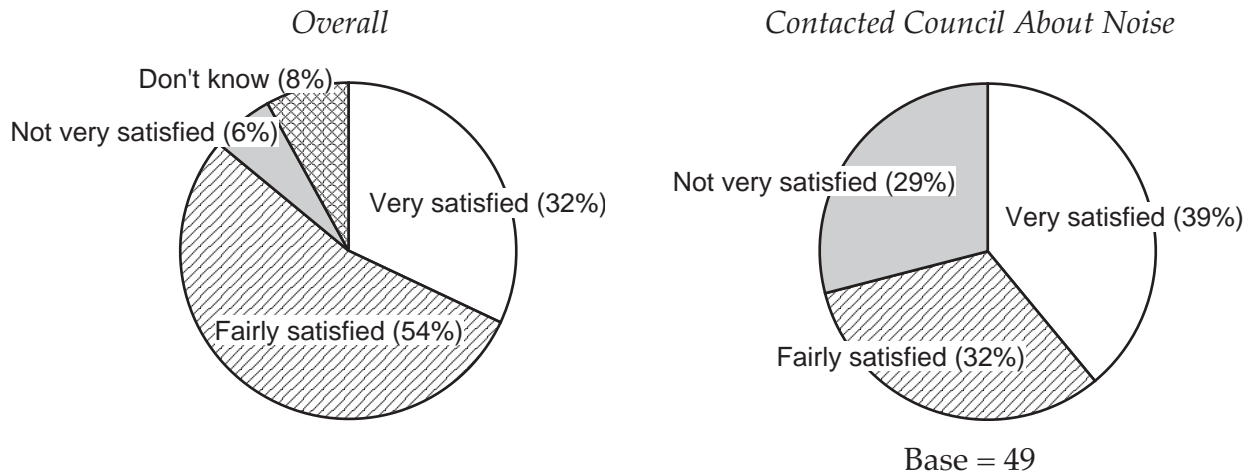
	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Too many roaming / uncontrolled dogs	16	17	13	8	25
Need more control / need to be tougher	6	4	5	5	9
Dogs are nuisance / barking / getting into rubbish	3	3	4	4	2
Owners not responsible	3	3	1	1	7
Danger to people and other animals	3	2	1	3	5

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 75%
 Contacted Council = 71%
 Dog Owners = 75%

viii. Control Of Noise



86% of residents overall are satisfied with noise control (80% in 2004), including 32% who are very satisfied. 6% are not very satisfied and 8% are unable to comment (12% in 2004).

The percent not very satisfied is below the Peer Group and National Averages and similar to the 2004 reading.

13% of households have contacted Council about noise control in the last 12 months . Of these, 71% are satisfied (86% in 2004) and 29% are not very satisfied (14% in 2004). For a base of 49, the margin of error is $\pm 14.0\%$.

There are no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with noise control. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to feel this way, than shorter term residents.

The main reasons* for being not very satisfied with noise control are ...

- more control/stricter control needed, mentioned by 3% of all residents,
- noisy cars / car stereos / speeding cars, 2%,
- noisy neighbours / loud music / parties, 2%.

* multiple responses allowed

Satisfaction With Noise Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	32	54	86	6	8
2004	31	49	80	8	12
2003	33	47	80	7	13
2002	38	39	77	9	14
2001	34	39	73	9	18
2000	39	37	76	7	17
Contacted Council About Noise	39	32	71	29	-
<u>Comparison</u>					
Peer Group (Provincial)	28	50	78	14	8
National Average	28	50	78	16	6
<u>Ward</u>					
North	37	51	88	5	7
South	31	54	85	3	12
East	27	58	85	6	9
West	33	52	85	12	3
<u>Length of Residence</u>					
Lived there 10 years or less	38	47	85	3	12
Lived there more than 10 years	30	56	86	8	6

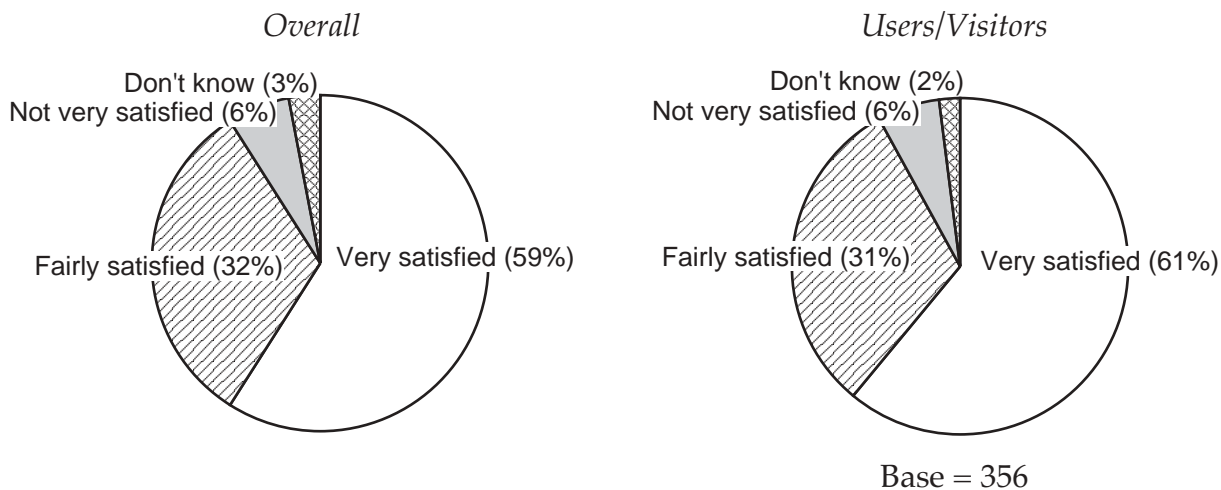
% read across

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 86%

Contacted Council = 71%

ix. Parks, Reserves, Sportsfields and Playgrounds



91% of all residents are satisfied with parks, reserves, sportsfields and playgrounds, with 59% being very satisfied (48% in 2004). 6% of residents are not very satisfied with these facilities.

The percent not very satisfied is on par with Peer Group Average and similar to the National Average and last year's reading.

90% of households say they have used or visited parks, reserves, sportsfields or playgrounds in the last 12 months, with 92% of these residents being satisfied.

There are no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with parks, reserves, sportsfields and playgrounds. However it appears that residents who live in a three or more person household are slightly more likely to feel this way, than smaller households.

The main reasons* given by residents for being not very satisfied with the District's parks, reserves, sportsfields and playgrounds are ...

- lack of maintenance/ rubbish around/ need more bins, mentioned by 2% of all residents,
- need upgrading, 2%.

* multiple responses allowed

Satisfaction With Parks, Reserves, Sportsfields and Playgrounds

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	59	32	91	6	3
2004	48	43	91	6	3
2003	58	33	91	6	3
2002	57	28	85	9	6
2001	61	28	89	9	2
2000	62	27	89	8	3
Users/Visitors	61	31	92	6	2
<u>Comparison*</u>					
Peer Group (Provincial)	54	39	93	3	4
National Average	55	37	92	4	4
<u>Ward</u>					
North	66	23	89	8	3
South	58	35	93	5	2
East	59	33	92	4	4
West	54	35	89	7	4
<u>Household Size</u>					
1-2 person household	63	29	92	3	5
3+ person household	56	33	89	8	3

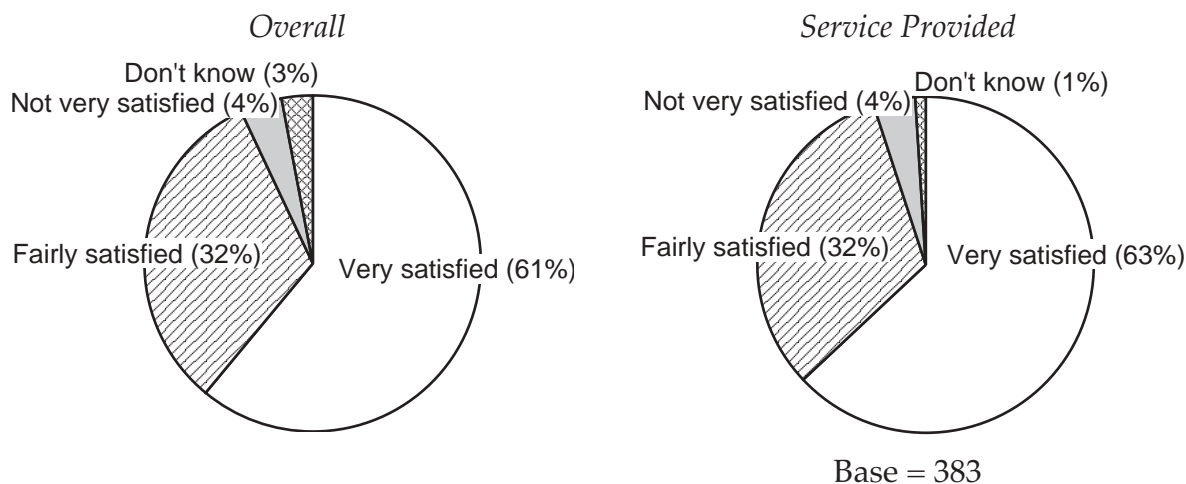
% read across

* Peer Group and National Average ratings are an average, as parks and reserves, and sportsfields and playgrounds were asked separately in the 2005 survey

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 91%
Users/Visitors = 92%

x. Rubbish Collection



93% of residents are satisfied with their rubbish collection, including 61% who are very satisfied (55% in 2004). 4% of residents are not very satisfied, and this is below the Peer Group Average, slightly below the National Average, and similar to last year's reading.

95% of residents say they have a regular rubbish collection service and, of these, 95% are satisfied, with 63% being very satisfied (58% in 2004). 4% are not very satisfied.

There are no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with the rubbish collection.

The main reasons* for being not very satisfied with the rubbish collection are ...

- rubbish bag issues, mentioned by 1% of all residents,
- need more recycling, 1%,
- more consistent time of collection, 1%,
- need / prefer a wheelie bin / pay for a wheelie bin, 1%.

* multiple responses allowed

Satisfaction With Rubbish Collection

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	61	32	93	4	3
2004	55	34	89	6	5
2003	58	29	87	8	5
2002	66	24	90	6	4
2001	64	23	87	9	4
2000	67	21	88	8	4
Service Provided	63	32	95	4	1
<u>Comparison</u>					
Peer Group (Provincial)	45	35	80	12	8
National Average	48	35	83	10	7
<u>Ward</u>					
North	65	28	93	5	2
South	52	38	90	2	8
East	60	36	96	2	2
West	67	25	92	6	2

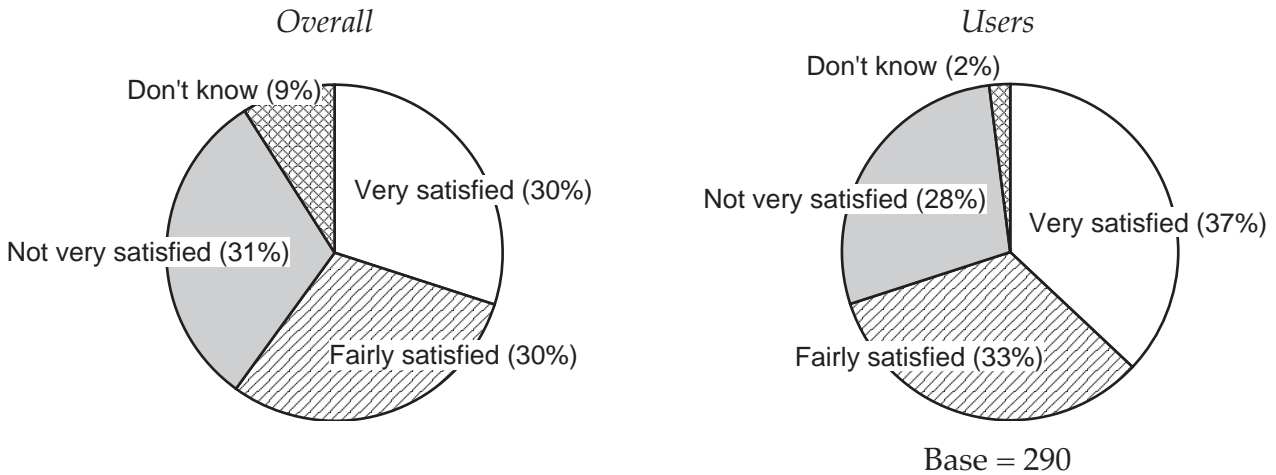
% read across

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 93%

Receivers of Service = 95%

xi. Recycling Waste Materials



60% of residents are satisfied with the District's recycling of waste materials (55% in 2004), including 30% who are very satisfied (24% in 2004). 31% are not very satisfied and 9% are unable to comment.

The percent not very satisfied is slightly above the Peer Group Average, above the National Average and on par with the 2004 reading.

72% of households have used the Council's recycling services in the last year (62% in 2004). Of these, 70% are satisfied and 28% not very satisfied.

Residents more likely to be not very satisfied with recycling waste materials are ...

- residents aged 18 to 59 years,
- residents with an annual household income of more than \$60,000,
- shorter term residents, those residing in the District 10 years or less.

The main reasons for being not very satisfied with the District's recycling of waste materials are ...

- need kerbside recycling / collection / recycling bins,
- not enough recycling / should do more / could be improved,
- need more recycling centres / depots / too far away,
- present system not user friendly / can't be bothered.

Satisfaction With Recycling Waste Materials

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2005	30	30	60	31	9
2004	24	31	55	34	11
2003	31	30	61	28	11
2002	43	25	68	21	11
2001	30	29	59	27	14
Users	37	33	70	28	2
<u>Comparison</u>					
Peer Group (Provincial)	41	28	69	26	5
National Average	44	34	78	18	4
<u>Ward</u>					
North	34	29	63	29	8
South	25	34	59	26	15
East	30	31	61	35	4
West	28	26	54	36	10
<u>Length of Residence</u>					
Lived there 10 years or less	34	24	58	36	6
Lived there more than 10 years	27	33	60	29	11
<u>Age</u>					
18 - 39 years	31	27	58	33	9
40 - 59 years	23	32	55	34	11
60+ years	37	34	71	23	6
<u>Household Income</u>					
Less than \$30,000 p.a.	39	26	65	21	14
\$30,000 - \$60,000 p.a.	27	40	67	26	7
More than \$60,000 p.a.	26	24	50	43	7

% read across

* Not asked in 2000

Summary Table -
Main Reasons* For Being Not Very Satisfied With Recycling Waste Materials

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Need kerbside recycling/collection/recycling bins	21	17	16	23	27
Not enough recycling/should do more/could be improved	8	15	4	8	3
Need more recycling centres/depots/too far away	7	12	2	1	12
Present system not user friendly/can't be bothered	4	2	1	7	5

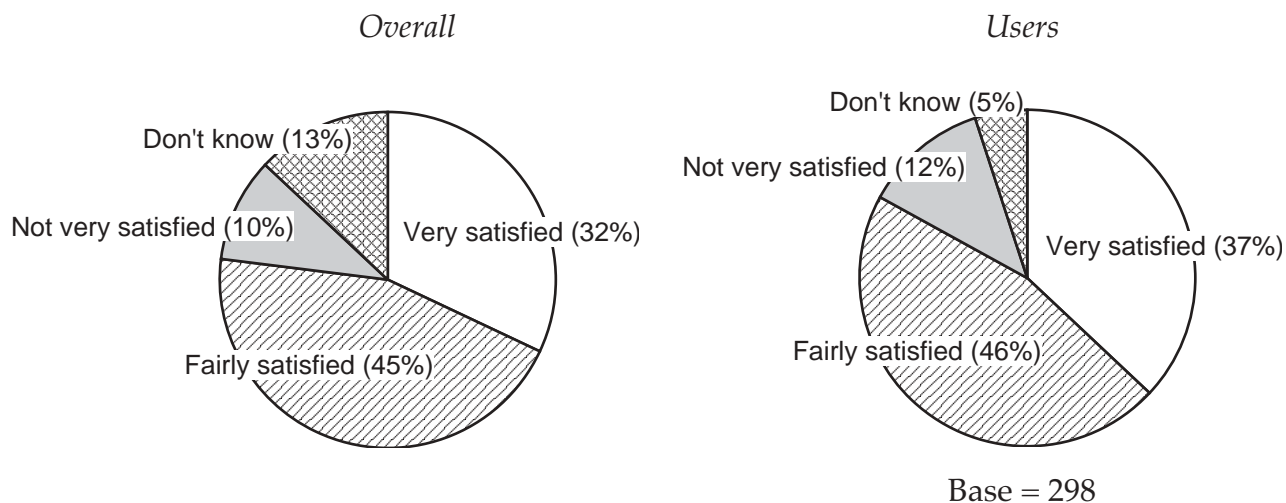
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 60%

Users = 70%

xii. Refuse Disposal



77% of Rotorua District residents are satisfied with refuse disposal (81% in 2004), including 32% who are very satisfied (35% in 2004). 10% are not very satisfied and 13% are unable to comment.

The percent not very satisfied is below the Peer Group and National Averages and 5% above the 2004 reading.

75% of households have used Council's refuse disposal services in the last 12 months (71% in 2004). Of these, 83% are satisfied (89% in 2004) and 12% not very satisfied (5% in 2004).

There are no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with refuse disposal. However, it appears that the following residents are slightly more likely to feel this way ...

- men,
- residents aged 18 to 59 years,
- NZ European residents,
- ratepayers.

The main reasons for being not very satisfied with the District's refuse disposal are:

- too expensive/encourages roadside dumping,
- improve refuse station/recycling facility,
- tip filling up/need to recycle more/look at new options.

Satisfaction With Refuse Disposal

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2005	32	45	77	10	13
2004	35	46	81	5	14
2003	35	37	72	12	16
2002	39	35	74	9	17
2001	36	32	68	18	14
Users	37	46	83	12	5
<u>Comparison</u>					
Peer Group (Provincial)	28	36	64	21	15
National Average	24	40	64	18	18
<u>Ward</u>					
North	30	47	77	9	14
South	28	42	70	12	18
East	34	49	83	6	11
West	38	40	78	14	8
<u>Gender</u>					
Male	27	48	75	13	12
Female	37	42	79	7	14
<u>Age</u>					
18 - 39 years	28	48	76	12	12
40 - 59 years	35	44	79	12	9
60+ years	37	36	73	5	22
<u>Ethnicity</u>					
NZ European	33	43	76	12	12
NZ Maori	30	52	82	5	13
<u>Ratepayer?</u>					
Ratepayer	31	44	75	12	13
Non-ratepayer	39	45	84	5	11

% read across

* Not asked in 2000

Summary Table - Main Reasons* For Being Not Very Satisfied With Refuse Disposal

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Too expensive/encourages roadside dumping	5	4	5	5	7
Improve refuse station/recycling facility	2	4	3	-	1
Tip filling up/need to recycle more/ look at new options	2	-	2	1	4

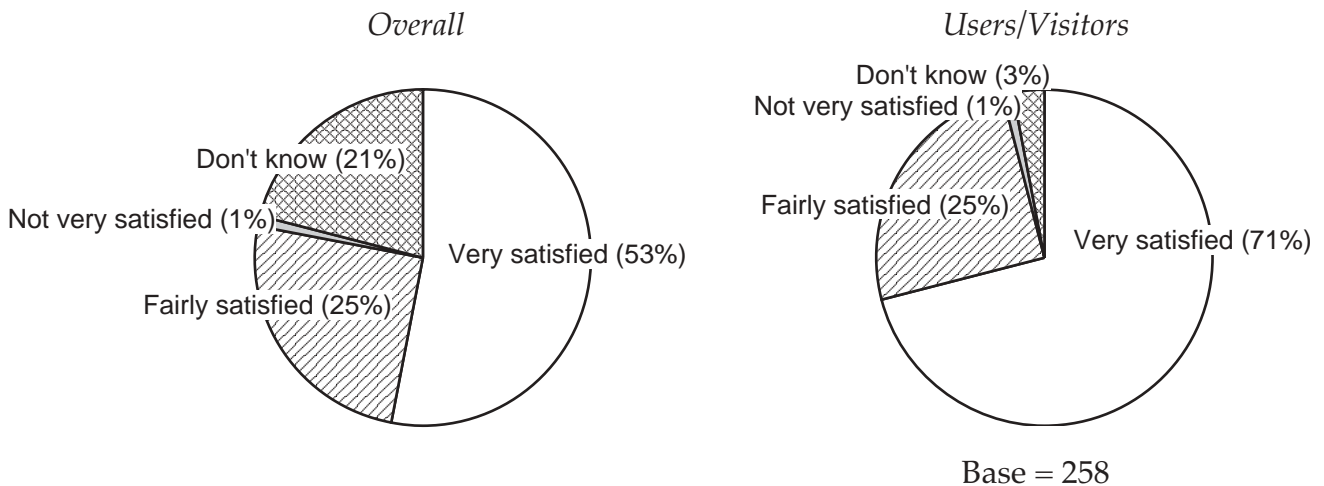
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 77%

Users = 83%

xiii. Art and History Museum



78% of residents overall are satisfied with the Art and History Museum, with 53% being very satisfied (49% in 2004). 21% are unable to comment (down from 27% in 2004).

The percent not very satisfied in 2005 (1%) is similar to the 2004 measure, and on par with the National Average and slightly below the Peer Group Average.

65% of households say they have used or visited the Art and History Museum in the last 12 months (60% in 2004). These "users/visitors" are more likely to be satisfied (96%), than residents overall, while being less likely to be unable to comment (3%).

There are no notable differences between Ward residents and socio-economic groups in terms of those not very satisfied.

The reasons* for being not very satisfied with the Art and History Museum are ...

"Disappointing, photo room not filed correctly, not in acid free conditions."

"Recently had a friend visiting from Australia, she was asked to leave her bag at the desk. She wouldn't, so we didn't go in."

"Times I have visited, not at all interesting."

"I come from the South Island - when you go into museums there, they're full of stuff, you can stand for 10 minutes and look and still not see everything. Here it's like looking at a giant wall with just 3-4 pictures on it, then 12 feet to the next room, spend only a few moments on each thing. A lot of room, but not filled up with a lot of stuff."

"Nothing there to hold your interest, mainly about old Maori way and nothing new that's relevant history, i.e. what's happened since the 'pink and white terraces' until now, the way the land was formed and been used since that time - need things that interest this generation."

* multiple responses allowed

Satisfaction With Art And History Museum

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	53	25	78	1	21
2004	49	22	71	2	27
2003	52	23	75	1	24
2002	56	21	75	2	21
2001	57	18	75	5	20
2000	43	25	78	4	28
Users/Visitors	71	25	96	1	3
<u>Comparison</u>					
Peer Group (Provincial)	39	23	62	6	32
National Average	42	22	64	5	31
<u>Ward</u>					
North	51	22	73	-	27
South	52	27	79	-	21
East	55	27	82	1	17
West	56	22	78	2	20

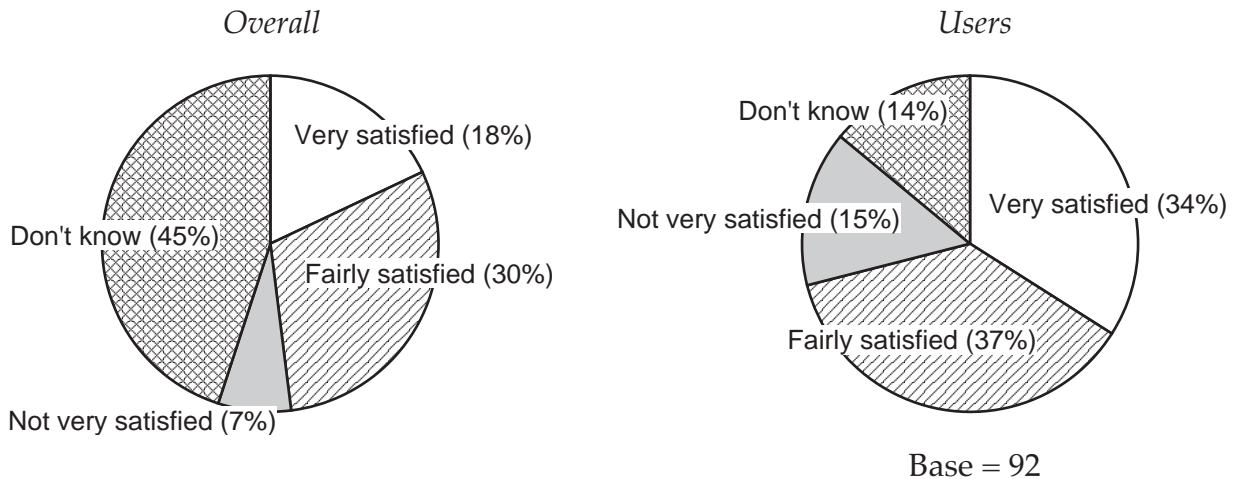
% read across

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 78%

Users/Visitors = 96%

xiv. Building Inspections



48% of residents are satisfied with building inspections, while 7% are not very satisfied.

A significant percentage, 45%, are unable to comment (57% in 2004), and this is probably due to only 25% of households saying they have used building inspection services in the last 12 months (20% in 2004). Of these, 71% are satisfied (80% in 2004) and 15% not very satisfied.

The percent not very satisfied (7% of all residents) is below the Peer Group and National Averages for town planning / planning and inspection services, but on par with last year's reading.

Men are more likely, than women, to be not very satisfied with building inspections.

The main reasons* for being not very satisfied with building inspections are ...

- slow service / time delays, mentioned by 2% of all residents,
- poor standard of inspections / more thorough inspections, 2%,
- too restrictive / too much red tape, 2%.

* multiple responses allowed

Satisfaction With Building Inspections

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2005	18	30	48	7	45
2004	10	29	39	4	57
2003	20	24	44	7	49
2002	15	28	43	6	51
2001	18	22	40	7	53
Users	34	37	71	15	14
<u>Comparison†</u>					
Peer Group (Provincial)	12	42	54	23	23
National Average	10	42	52	24	24
<u>Ward</u>					
North	27	27	54	12	34
South	13	38	51	4	45
East	17	30	47	8	45
West	13	27	40	6	54
<u>Gender</u>					
Male	16	36	52	12	36
Female	19	25	44	3	53

% read across

* Not asked in 2000

† Peer Group & National Averages are based on ratings for town planning/ planning and inspection services.

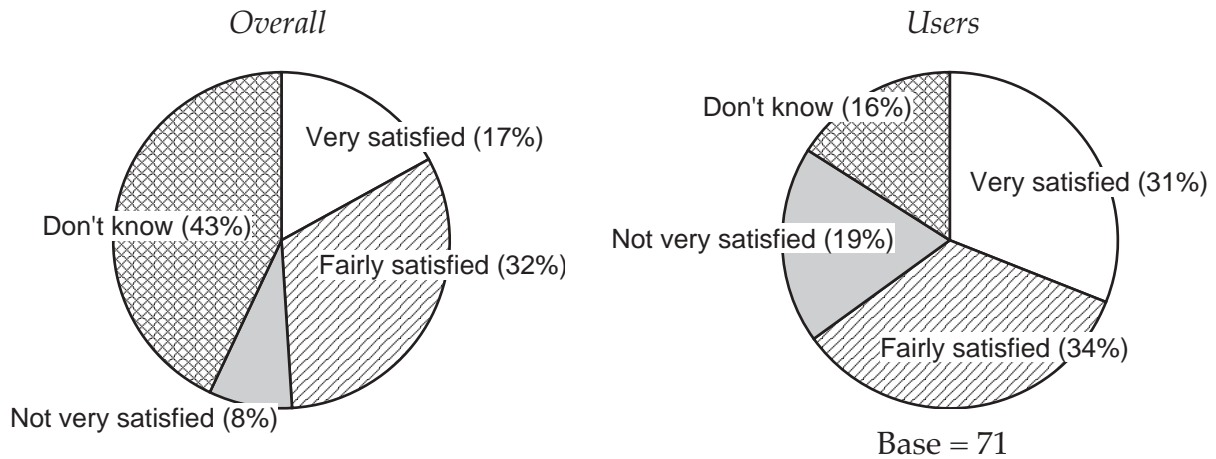
Recommended Satisfaction Measures For Reporting Purposes:

Total District = 48%

Users = 71%

xv. Planning and Inspection Services

(i.e. permits, licences, consents and health inspections, but not building inspections)



49% of all residents are satisfied with planning and inspection services (41% in 2004), while 8% are not very satisfied. 43% of residents are unable to comment (50% in 2004) and it appears that this may be because 80% of households have not used planning or inspection services in the last 12 months (85% in 2004).

The percent not very satisfied is below the Peer Group and National Averages for town planning / planning and inspection services, but similar to the 2004 reading.

Of the "users", 65% are satisfied and 19% are not very satisfied with planning or inspection services (26% in 2004).

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with planning and inspection services. However, it appears that the following are slightly more likely to feel this way ...

- residents with an annual household income of more than \$60,000,
- NZ European residents.

The main reasons* for being not very satisfied with planning and inspection services are ...

- too expensive / cost involved, mentioned by 2% of all residents,
- poor staff service / unhelpful / rude, 1%,
- slow service / delays, 1%,
- too much red tape / restrictive, 1%,
- inconsistent interpretations / advice, 1%.

* multiple responses allowed

Satisfaction With Planning & Inspection Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2005	17	32	49	8	43
2004	10	31	41	9	50
2003	20	25	45	6	49
2002	15	28	43	6	51
2001	14	26	40	11	49
2000	17	29	46	18	36
Users	31	34	65	19	16
<u>Comparison[†]</u>					
Peer Group (Provincial)	12	42	54	23	23
National Average	10	42	52	24	24
<u>Ward</u>					
North	(34)	23	57	10	33
South	9	(42)	51	6	43
East	11	(36)	47	11	42
West	15	26	41	6	(53)
<u>Household Income</u>					
Less than \$30,000 p.a.	18	26	44	5	(51)
\$30,000 to \$60,000 p.a.	18	36	54	6	40
More than \$60,000 p.a.	18	32	50	14	36
<u>Ethnicity</u>					
NZ European	18	32	50	10	40
NZ Maori	16	31	47	3	(50)

% read across

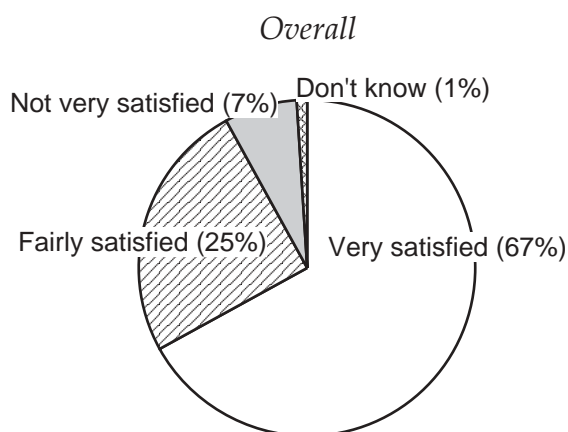
* Prior to 2001, planning and inspection services were defined as permits, licences, consents etc.

† Peer Group & National Averages are based on ratings for town planning / planning & inspection services.

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 49%
Users = 65%

xvi. Beautification And Landscaping Of The District



92% of Rotorua District residents are satisfied with the beautification and landscaping of the District (95% in 2004), including 67% who are very satisfied.

The percent not very satisfied, 7%, is on par with the Peer Group and National Averages and the 2004 reading.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with beautification and landscaping. However, it appears that shorter term residents, those residing in the District 10 years or less, are slightly more likely to feel this way, than longer term residents.

The main reasons* for being not very satisfied with the District's beautification and landscaping are ...

- lack of maintenance / overgrown / rubbish, mentioned by 2% of all residents.
- need to improve beautification / make more attractive, 2%,
- unnecessary expense / waste of money, 2%.

* multiple responses allowed

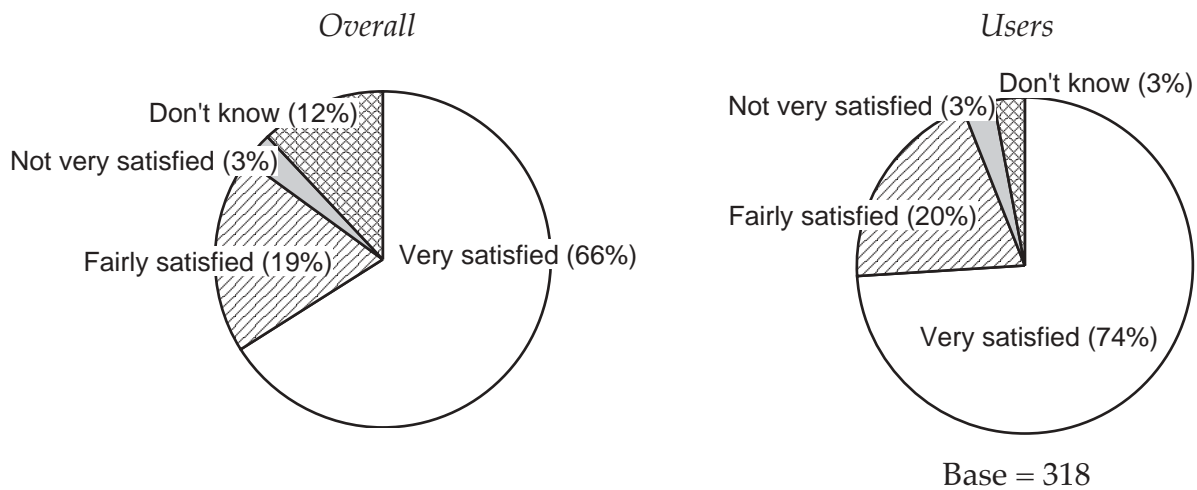
Satisfaction With Beautification And Landscaping Of The District

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	67	25	92	7	1
2004	69	26	95	3	2
2003	75	21	96	3	1
2002	76	20	96	3	1
2001	73	19	92	6	2
2000	76	18	94	5	1
<u>Comparison</u>					
Peer Group (Provincial)	51	37	88	10	2
National Average	40	46	86	10	4
<u>Ward</u>					
North	68	18	86	13	1
South	56	(39)	95	3	2
East	74	18	92	5	3
West	68	25	93	5	2
<u>Length of Residence</u>					
Lived there 10 years or less	59	29	88	10	2
Lived there more than 10 years	(70)	24	94	5	1

% read across

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 92%

xvii. Library Service



Overall, 85% of residents are satisfied with the library service (88% in 2004), with 66% being very satisfied (69% in 2004).

The percent not very satisfied (3%) is similar to the Peer Group and National Averages and last year's reading.

80% of households have used a District Library in the last 12 months and, of these, 94% are satisfied, including 74% who are very satisfied, with 3% not very satisfied.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the library service.

The main reasons* for being not very satisfied with the District's libraries are ...

- the charges, mentioned by 1% of all residents,
- need longer hours / open weekends, 1%,
- poor parking, 1%.

* multiple responses allowed

Satisfaction With Library Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	66	19	85	3	12
2004	69	19	88	3	9
2003	68	20	88	5	7
2002	68	16	84	4	12
2001	73	15	88	2	10
2000	68	19	87	2	11
Users	74	20	94	3	3
<u>Comparison</u>					
Peer Group (Provincial)	67	24	91	1	8
National Average	66	24	90	2	8
<u>Ward</u>					
North	70	12	82	2	16
South	61	25	86	2	12
East	65	22	87	5	8
West	68	15	83	2	15

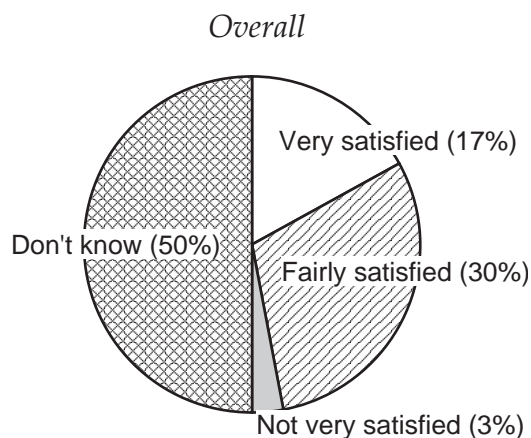
% read across

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 85%

Users = 94%

xviii. Civil Defence Organisation



47% of residents overall are satisfied with the Civil Defence Organisation, while 3% are not very satisfied. 50% are unable to comment.

The percent not very satisfied (3%) is below the Peer Group and National Averages and similar to the 2004 reading.

It should however be noted that the "don't know" reading (50%) is above both the Peer Group Average (36%) and the National Average (37%).

There are no notable differences between Wards and socio-economic groups in terms of those residents not very satisfied with the Civil Defence organisation.

The main reasons* for being not very satisfied with the District's Civil Defence Organisation are ...

- need more information / publicity / awareness / involvement, mentioned by 2% of all residents,
- not very professional / not well organised, 1%

* multiple responses allowed

Satisfaction With Civil Defence Organisation

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	17	30	47	3	50
2004	21	25	46	3	51
2003	23	24	47	2	51
2002	29	21	50	3	47
2001	31	26	57	2	41
2000	29	23	52	4	44
<u>Comparison</u>					
Peer Group (Provincial)	20	34	54	10	36
National Average	14	37	51	12	37
<u>Ward</u>					
North	17	24	41	2	57
South	12	40	52	1	47
East	19	29	48	6	46
West	21	29	50	1	49

% read across

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 47%

xix. Rotorua Aquatic Centre



77% of all residents are satisfied with the Rotorua Aquatic Centre, with 55% being very satisfied (50% in 2004). 7% are not very satisfied and 16% are unable to comment.

The percent not very satisfied with the Aquatic Centre, is slightly below the Peer Group Average, and similar to the National Average and the 2004 reading.

67% of households have used or visited the Rotorua Aquatic Centre in the last 12 months. Of these "users/visitors", 90% are satisfied and 8% are not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those residents not very satisfied with the Rotorua Aquatic Centre. However, it appears that those who live in a three or more person household are slightly more likely, than smaller households, to feel this way.

The main reasons* for being not very satisfied with the Aquatic Centre are:

- not clean/poor standard of hygiene, mentioned by 2% of all residents,
- upgrade/development was poor/waste of money/running at a loss, 2%,
- lack of supervision/other staffing issues, 2%.

* multiple responses allowed

Satisfaction With Rotorua Aquatic Centre

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2005	55	22	77	7	16
2004	50	28	78	6	16
2003	44	28	72	9	19
2002	37	32	69	10	21
2001	47	28	75	6	19
2000	43	26	69	10	21
Users/Visitors	66	24	90	8	2
<u>Comparison*</u>					
Peer Group (Provincial)	39	28	67	12	21
National Average	36	35	71	9	20
<u>Ward</u>					
North	55	17	72	7	21
South	52	(28)	80	5	15
East	46	(30)	76	5	19
West	(67)	14	81	10	9
<u>Household Size</u>					
1-2 person household	51	21	72	3	(25)
3+ person household	(58)	23	(81)	9	10

% read across

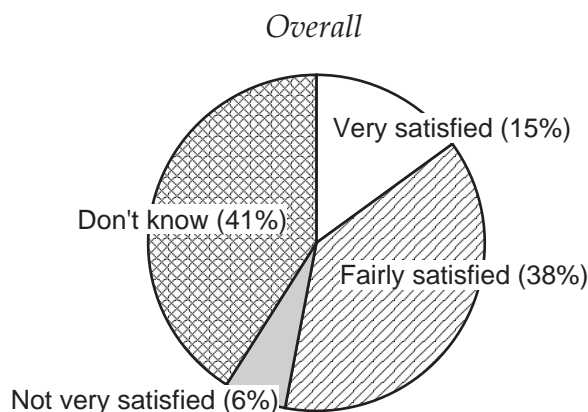
* Peer Group and National Averages are based on ratings of public swimming pools

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 77%

Users/Visitors = 90%

xx. Promotion Of Job Opportunities



53% of residents are satisfied with the Council's promotion of job opportunities (46% in 2004), with 6% being not very satisfied. A significant percentage (41%) are unable to comment (44% in 2004).

The percent not very satisfied is below both the Peer Group and National Averages and on par with the 2004 reading. Alternatively, the "don't know" reading is above both the Peer Group Average (30%) and the National Average (32%).

There are no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with Council's promotion of job opportunities. However, it appears that women are slightly more likely, than men, to feel this way.

The main reasons* for being not very satisfied with the promotion of job opportunities are...

- don't see any promotion/need more promotion/advertising, mentioned by 2% of all residents,
- could do more/needs improvement, 2%.

* multiple responses allowed

Satisfaction With Promotion Of Job Opportunities

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2005	15	38	53	6	41
2004	12	34	46	10	44
2003	14	30	44	9	47
2002	11	32	43	13	44
2001	10	30	40	16	44
<u>Comparison</u>					
Peer Group (Provincial)	14	32	46	24	30
National Average	12	34	46	22	32
<u>Ward</u>					
North	14	33	47	9	44
South	8	(50)	58	5	37
East	13	(40)	53	2	45
West	(25)	29	54	7	39
<u>Gender</u>					
Male	16	40	56	3	41
Female	14	36	50	9	41

% read across

* Not asked in 2000

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 53%

b. Spend Emphasis On Council Services/Facilities

Residents were asked to say whether they would like more, about the same or less spent on particular Council services / facilities, given that more cannot be spent on everything, without increasing rates and /or user charges where applicable.

Summary Table - Spend Emphasis

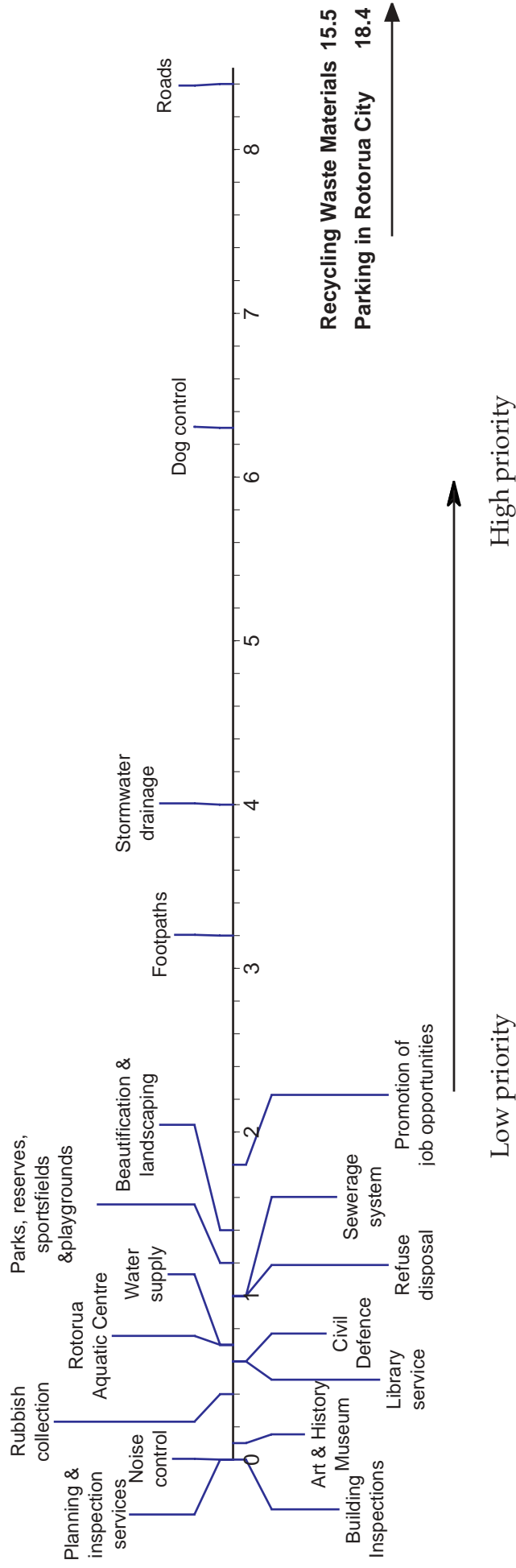
	Spend More %	Spend About The Same %	Spend Less %	Unsure %
Recycling Waste Materials	48	47	-	5
Parking in Rotorua's CBD	48	45	5	2
Roads	40	57	1	2
Promotion of Job Opportunities	31	45	5	19
Dog Control	30	56	5	9
Stormwater Drainage	29	63	2	6
Footpaths	25	65	6	4
Parks, Reserves, Sportsfields & Playgrounds	22	73	3	2
Beautification/Landscaping	20	76	4	-
Sewerage System	19	70	1	10
Civil Defence	19	55	2	24
Library Service	16	77	1	6
Refuse Disposal	16	76	2	6
Rotorua Aquatic Centre	14	73	4	9
Art and History Museum	13	72	4	11
Rubbish Collection	12	85	1	2
Water Supply	11	84	-	5
Building Inspections	10	49	8	33
Noise Control	8	75	7	10
Planning and Inspection Services	7	52	4	37

c. Spend 'More' Comparison

	2005 %	2004 %	2003 %	2002 %	2001 %	2000 %
Recycling Waste Materials	48	56	44	41	47	63
Parking in Rotorua's CBD	48	57	49	48	49	47
Roads	40	36	35	37	37	31
Promotion of Job Opportunities	31	39	42	43	44	66
Dog Control	30	35	37	33	33	24
Stormwater Drainage	29	27	25	29	25	32
Footpaths	25	20	24	22	24	16
Parks, Reserves, Sportsfields & Playgrounds	22	31	21	23	24	28
Beautification/Landscaping	20	15	15	17	19	19
Sewerage System	19	25	21	25	20	19
Civil Defence	19	18	16	22	16	22
Library Service	16	20	22	21	17	24
Refuse Disposal	16	16	13	10	17	22
Rotorua Aquatic Centre	14	13	25	29	22	16
Art and History Museum	13	9	16	14	16	17
Rubbish Collection	12	16	12	9	12	18
Water Supply	11	15	16	19	14	15
Building Inspections	10	10	12	8	6	NA
Noise Control	8	10	9	13	7	6
Planning and Inspection Services	7	7	5	7	5	12

NA: Not asked

d. Spend Priority



This graph shows the priorities for spending for Council in terms of the 20 services / facilities where both the not very satisfied readings and mean spend figures are available.

The spend priority factor is gained by multiplying the mean spend (where spend more = +1, spend about the same = 0 and spend less = -1) by the percentage not very satisfied.

Parking in Rotorua City, recycling waste materials, roads, and dog control are the top priorities for Council in terms of spend, with planning and inspection services, noise control and building inspections being of lowest priority in terms of spend.



2. Council Policy And Direction

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction. Rather, by understanding where people's opinions and attitudes currently lie, Council is able to embark on information, education, persuasion and/or communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

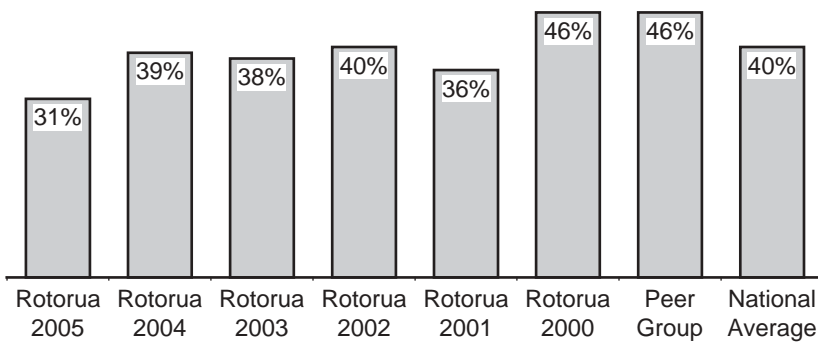
Residents were asked whether there is any recent Council action, decision or management that they ...

- like or approve of,
- dislike or disapprove of.

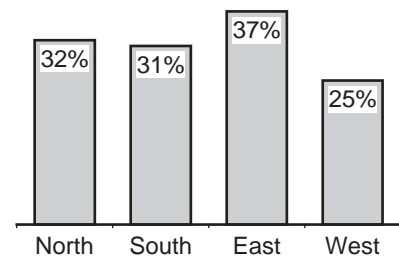
This was asked in order to gauge the level of support Rotorua District residents have for Council's actions and decisions. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision/management.

a. Recent Actions, Decisions Or Management Residents Approve Of

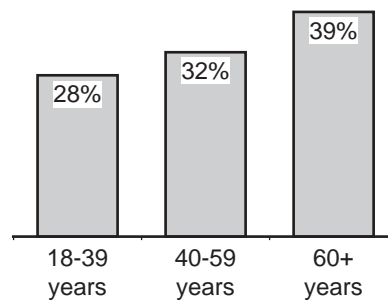
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



Summary Table -
What Residents Like Or Approve Of - Recent Actions/Decisions/Management

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Beautification of the City/District	4	4	3	7	2
Promoting the Lions Tour	4	5	7	1	2
Gardens/keep the gardens beautifully	3	2	3	4	5
Sewerage reticulation	3	9	-	3	-
Sportsdrome/other sports facilities [†]	3	2	2	1	6
Entertainment/sports events	3	-	2	6	2

31% of residents have in mind a recent action, decision or management they approve of (39% in 2004).

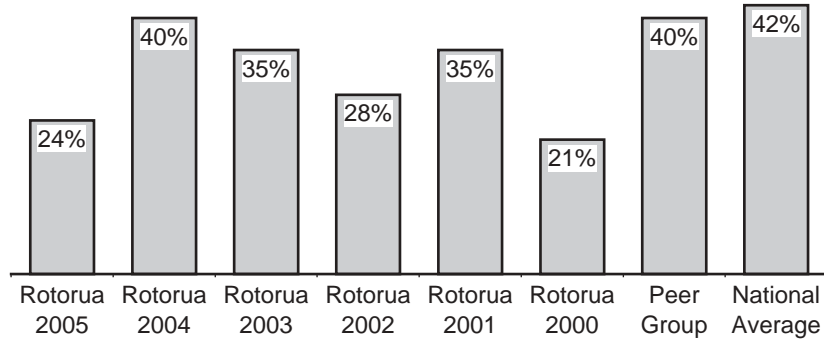
This percentage is below the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who have a recent action, decision or management they approve of. However, it appears that residents aged 60 years or over are slightly more likely, than other age groups, to feel this way.

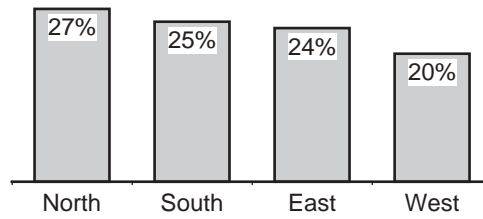
[†] 1% of residents disapprove of "The stadium/sports facility".

b. Recent Actions, Decisions Or Management Residents Disapprove Of

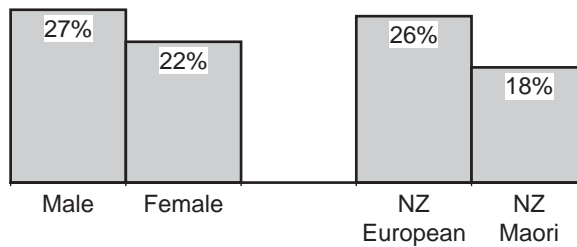
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



Summary Table -

What Residents Dislike Or Disapprove Of - Recent Actions/Decisions/Management

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Airport extension issue*	4	3	7	4	2
Rates issues/increases	3	2	3	4	3
Roading issues/roadworks/traffic issues [†]	3	4	-	3	4
Poor Councillor performance - poor attitude/ racist, etc.**	2	2	2	4	2
Lake ownership issue	2	4	2	1	-
Cleaning of lakes/pollution issues ^{††}	2	1	2	1	1

24% of residents have in mind a recent action, decision or management they disapprove of (compared to 40% in 2004). This is below the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who have in mind a recent action, decision or management they disapprove of. However, it appears that the following residents are slightly more likely to feel this way ...

- men,
- NZ European residents.

* 2% of residents approve of the "airport development".

† 2% of residents approve of "roading/road works".

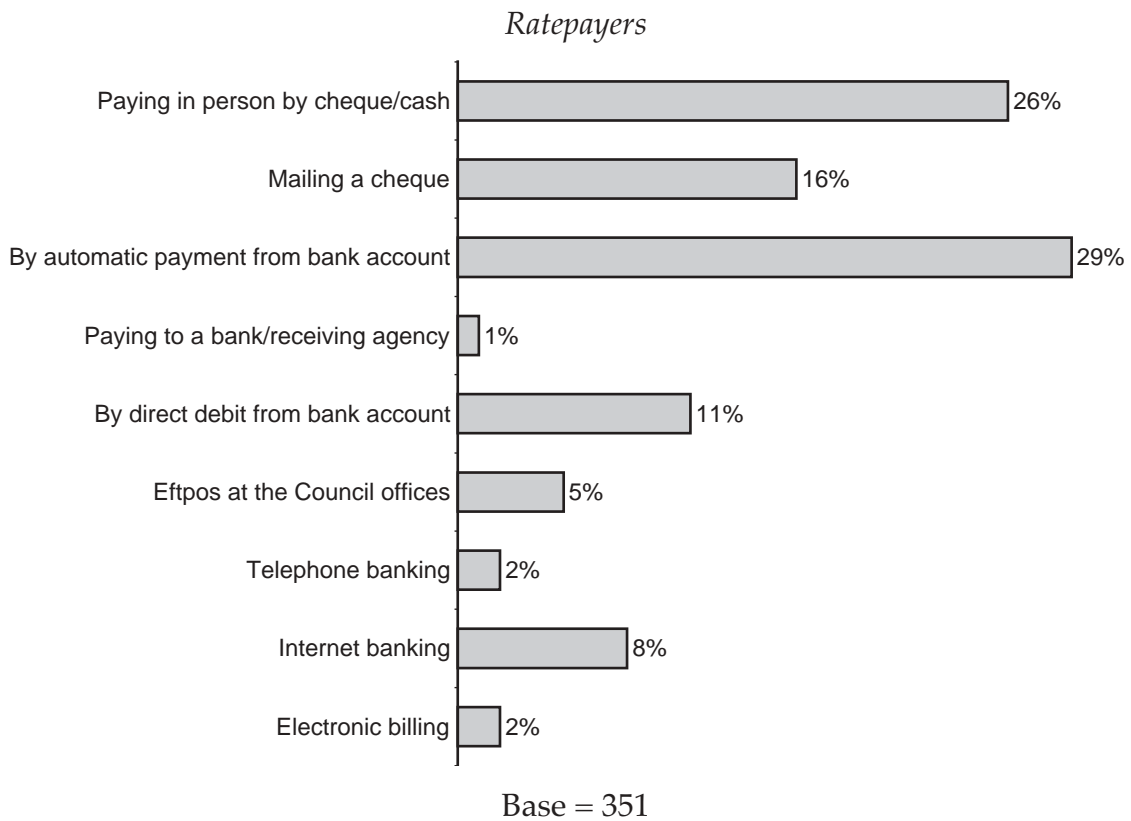
** 2% of residents mention "Council does a good job".

†† 2% of residents approve of "lakes/caring for the lakes".

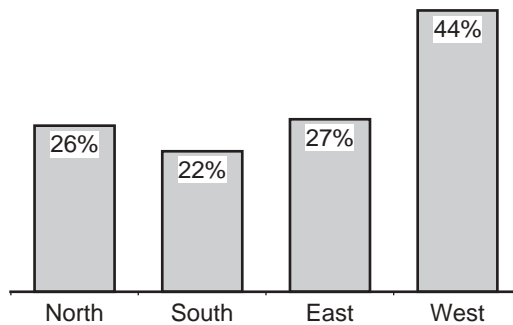


3. Rates Issues

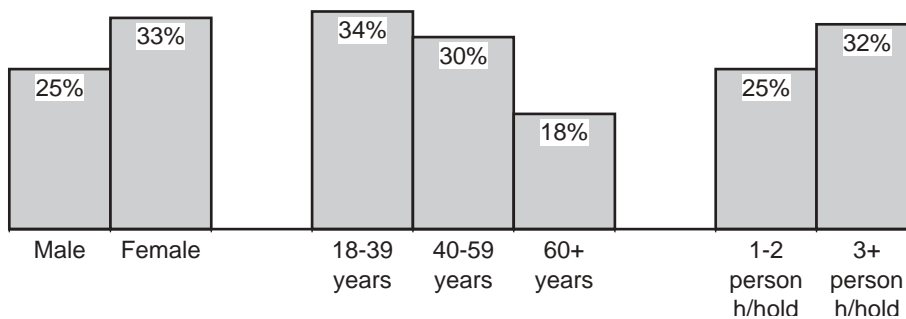
a. Preferred Method Of Paying Rates



Percent Who Prefer "By Automatic Payment From Bank Account" - By Ward



Percent Who Prefer "By Automatic Payment From Bank Account" - Comparing Different Types Of Ratepayers



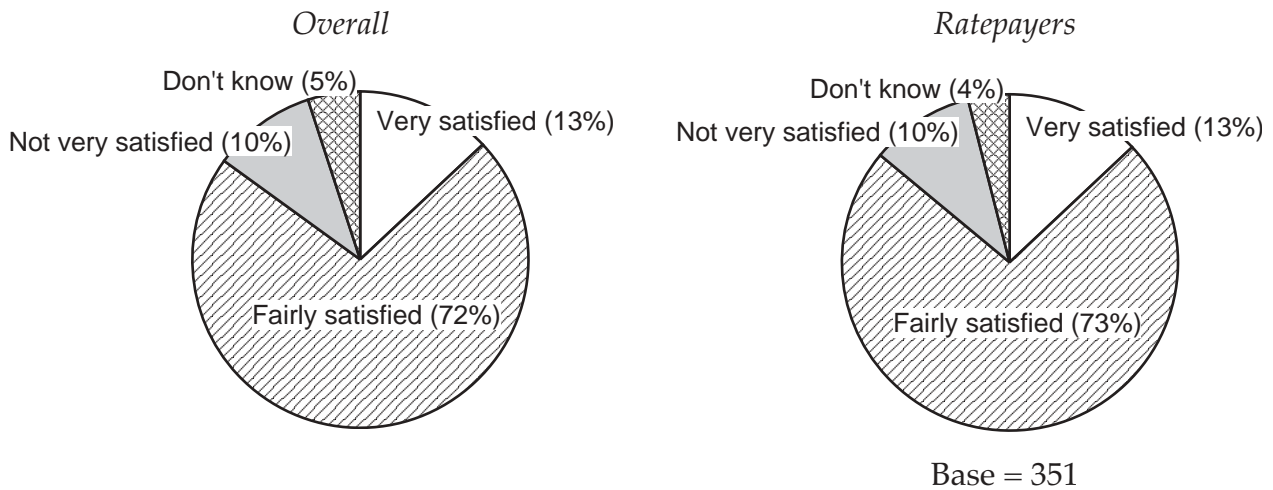
82% of residents identify themselves as ratepayers (75% in 2004).

29% of ratepayers say they prefer to pay their rates by automatic payment from their bank account (24% in 2004), while 26% prefer paying in person by cheque or cash and a further 16% favour mailing a cheque (19% in 2004).

Ratepayers more likely to prefer paying by automatic payment from their bank account are ...

- West Ward ratepayers,
- women,
- ratepayers aged 18 to 59 years,
- ratepayers who live in a three or more person household.

b. Satisfaction With The Way Rates Are Spent On The Services And Facilities Council Provides



Overall, 85% of residents are satisfied with the way rates are spent on the services and facilities provided by Council (77% in 2004). 10% of all residents are not very satisfied with the way rates are spent and this is below the Peer Group and National Averages and 5% below the 2004 reading.

86% of ratepayers are satisfied with the way rates are spent (79% in 2004), while 10% are not very satisfied (17% in 2004).

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the way rates are spent on the services and facilities provided by Council.

Satisfaction With The Way Rates Are Spent On Services And Facilities

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2005	13	72	85	10	5
2004	14	63	77	15	8
2003	17	65	82	11	7
2002	21	62	83	11	6
2001	22	60	82	11	7
2000	20	58	78	15	7
Ratepayers	13	73	86	10	4
Comparison					
Peer Group (Provincial)	10	64	74	19	7
National Average	9	65	74	21	5
Ward					
North	18	65	83	16	1
South	10	79	89	5	6
East	15	66	81	9	10
West	10	79	89	9	2

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With The Way Rates Are Spent

	Total District 2005 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Overspending/spent in wrong areas	4	8	2	3	1
High rates/too high for services received	3	5	4	1	2
Roading/footpaths	2	1	-	3	3

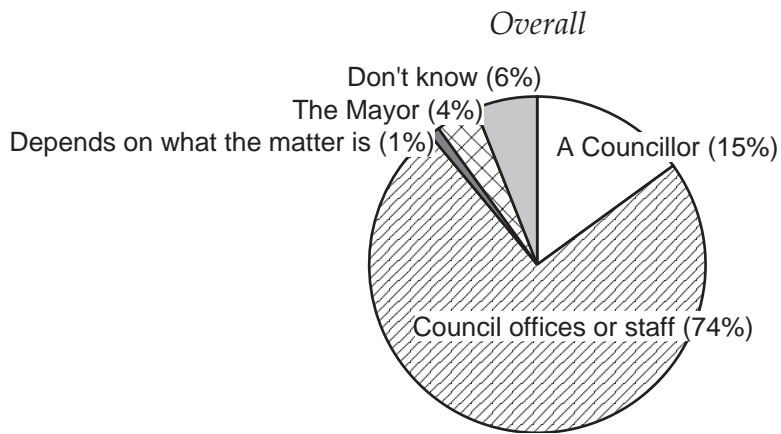
* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 85% Ratepayers = 86%</p>
--



4. Contact With Council

a. Who They Approach First If They Have A Matter To Raise With Council



Summary Table - Who They Approach First If They Have A Matter To Raise With Council

	Total District 2005 %	Total District 2004 %	Total District 2003 %	Ward			
				North %	South %	East %	West %
The Council offices or staff	74	74	74	72	76	71	77
A Councillor	15	9	13	12	13	20	15
The Mayor	4	6	7	6	5	4	2
Depends on what the matter is	1	2	3	-	2	1	1
Don't know	6	9	3	10	4	4	5
Total	100	100	100	100	100	100	100

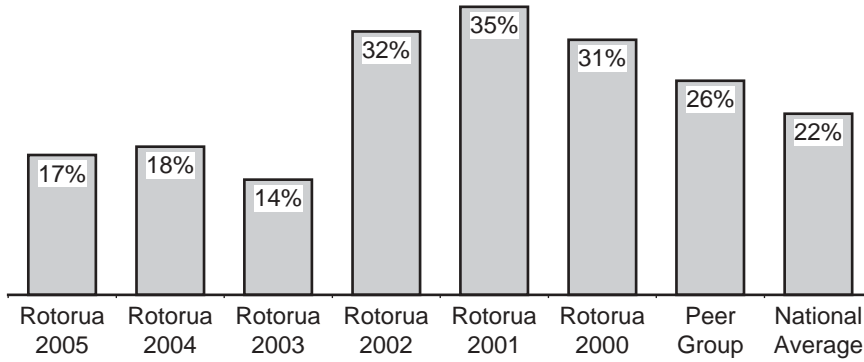
74% of residents would contact Council offices or staff first if they had a matter to raise with Council, followed by a Councillor (15%, 9% in 2004). 4% of residents would contact the Mayor, with 1% of residents saying it depends on what the matter is, as to who they would contact first.

Residents more likely to contact Council offices or staff first are ...

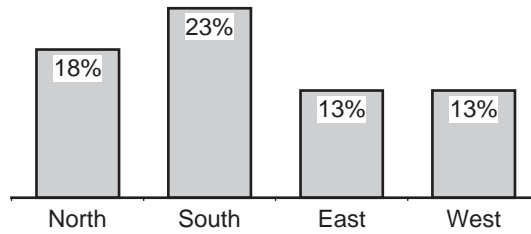
- NZ European residents,
- longer term residents, those residing in the District more than 10 years.

b. Contact With A Councillor And/Or The Mayor In The Last 12 Months

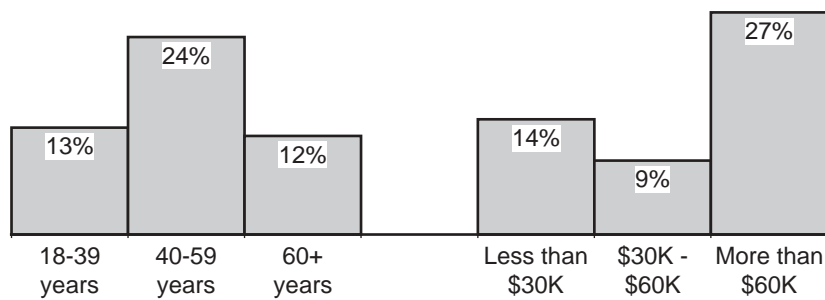
Those Who Have Contacted A Councillor/Mayor - Comparison



Those Who Have Contacted A Councillor/Mayor - By Ward



Those Who Have Contacted A Councillor/Mayor - Comparing Different Types Of Residents



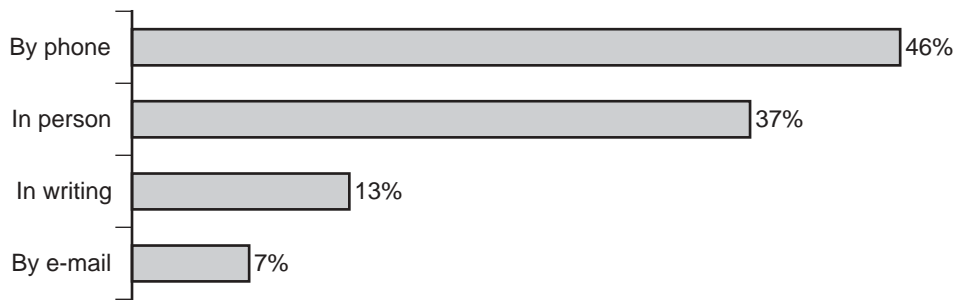
17% of residents have contacted the Mayor and/or Councillors in the last 12 months. This is below the Peer Group Average and slightly below the National Average.

Residents more likely to have contacted a Councillor and/or the Mayor in the last 12 months are ...

- residents aged 40 to 59 years,
- residents with an annual household income of more than \$60,000.

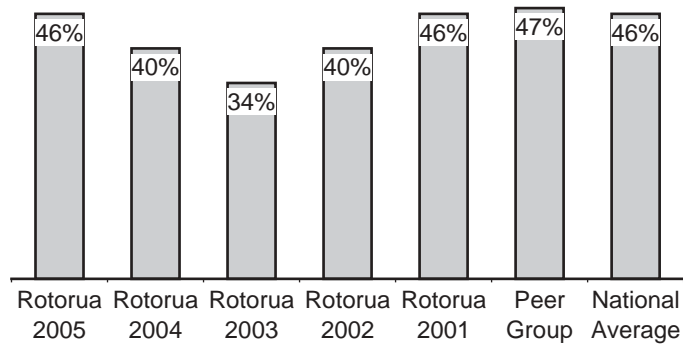
c. Levels Of Contact

2005 - Yes, Have Contacted ...

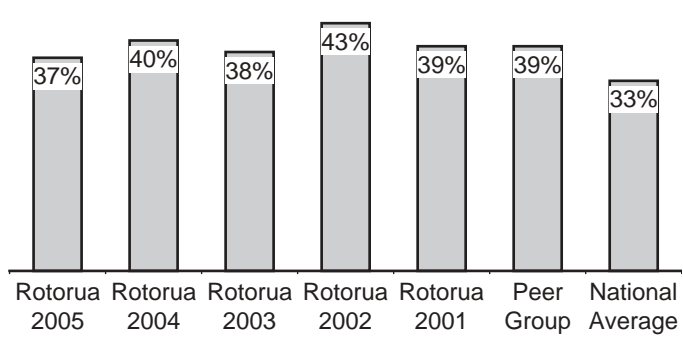


Percent Saying 'Yes' - Comparison

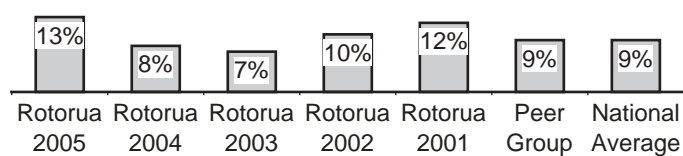
'By Phone'



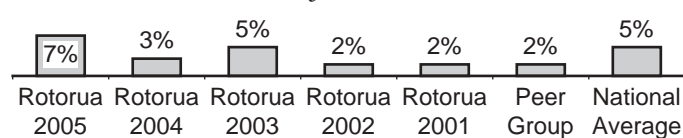
'In Person'



'In Writing'



'By E-mail'



46% of residents have contacted Council offices by phone in the last year (40% in 2004), while 37% visited a Council office in person (40% in 2004), 13% contacted Council in writing (8% in 2004), and 7% contacted them by e-mail (3% in 2004).

Residents are similarly likely as Peer Group residents and residents nationwide to have contacted Council by phone.

They are on par with residents nationwide and similar to like residents to say they have contacted Council in person.

Rotorua District residents are on par with Peer Group residents and residents nationwide to say they have contacted Council in writing, while they are slightly above Peer Group residents and similar to residents nationwide in saying they have contacted Council by e-mail.

Residents more likely to contact Council offices by phone are ...

- residents aged 18 to 39 years,
- longer term residents, those residing in the District more than 10 years,
- residents with an annual household income of more than \$60,000.

It also appears that West Ward residents are slightly less likely, than other Ward residents, to contact Council by phone.

Residents more likely to visit a Council office in person are ...

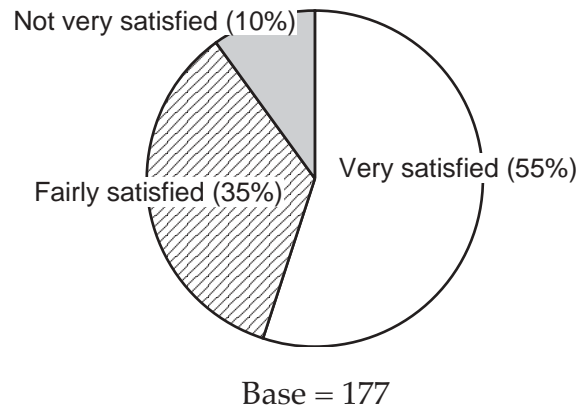
- all Ward residents except West Ward residents,
- men,
- residents with an annual household income of more than \$60,000,
- ratepayers,
- NZ European residents,
- shorter term residents, those residing in the District 10 years or less.

Residents with an annual household income of more than \$60,000 are more likely to contact Council in writing, than other income groups.

There are no notable differences between Wards and socio-economic groups in terms of those residents contacting Council by e-mail. However, it appears that the following residents are slightly more likely to do so ...

- residents with an annual household income of more than \$60,000,
- shorter term residents, those residing in the District 10 years or less.

d. Satisfaction When Contacting The Council Offices By Phone



90% of residents contacting the Council Offices by phone in the last 12 months are satisfied (81% in 2004), including 55% who are very satisfied (41% in 2004), while 10% are not very satisfied (19% in 2004).

The percent not very satisfied is slightly below the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who have contacted Council offices by phone and are not very satisfied.

Reasons They Are Not Very Satisfied

19 residents contacting Council Offices by phone are not very satisfied and give the following main reasons* ...

- poor service / attitude, mentioned by 6% of residents contacting Council by phone (11 respondents),
- lack of action / issue not resolved, 3% (5 respondents),
- hard to get right person / got the run around, 2% (3 respondents).

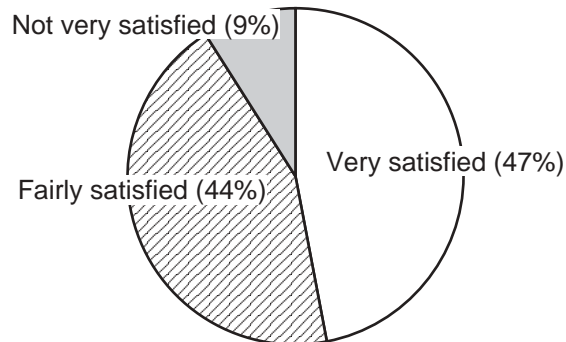
* multiple responses allowed

Satisfaction When Contacting Council Offices By Phone

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices By Phone</u>					
2005	55	35	90	10	-
2004	41	40	81	19	-
2003	45	43	88	12	-
2002	43	45	88	12	-
2001	47	42	89	11	-
2000	43	38	81	19	-
<u>Comparison</u>					
Peer Group (Provincial)	44	38	82	18	-
National Average	42	40	82	18	-
<u>Ward</u>					
North	64	26	90	10	-
South	45	43	88	12	-
East	51	43	94	6	-
West	57	31	88	12	-

% read across

e. Satisfaction When Visiting A Council Office In Person



Base = 148

91% of residents visiting a Council office in person in the last 12 months are satisfied, including 47% who are very satisfied (51% in 2004). 9% are not very satisfied.

The percent not very satisfied is on par with the Peer Group and National Averages.

Residents who have contacted the Council in person and live in a one or two person household are more likely to be not very satisfied, than larger households..

Reasons They Are Not Very Satisfied

13 residents visiting a Council office in person are not very satisfied and give the following main reasons* ...

- poor service/ attitude, mentioned by 4% of residents who visited a Council office in person (6 respondents),
- unsatisfactory outcome, 2% (4 respondents),
- lack of action/ not resolved, 1% (2 respondents).

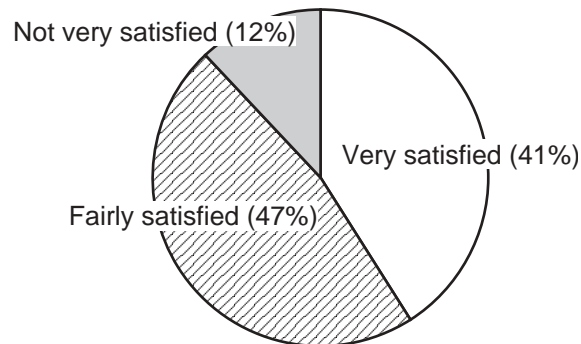
* multiple responses allowed

Satisfaction When Visiting A Council Office In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices In Person</u>					
2005	47	44	91	9	-
2004	51	40	91	9	-
2003	46	38	84	16	-
2002	46	41	87	13	-
2001	51	37	88	12	-
2000	60	30	90	10	-
<u>Comparison</u>					
Peer Group (Provincial)	54	31	85	15	-
National Average	47	37	84	16	-
<u>Ward</u>					
North	43	47	90	10	-
South	42	49	91	9	-
East	48	41	89	11	-
West	59	34	93	5	2
<u>Household Size</u>					
1-2 person household	43	39	82	(17)	1
3+ person household	50	45	(95)	5	-

% read across

f. Satisfaction When Contacting The Council Offices In Writing



Base = 51

(Margin of error is $\pm 13.7\%$)

88% of residents contacting the Council offices in writing in the last 12 months are satisfied (61% in 2004), including 41% who are very satisfied (26% in 2004). 12% are not very satisfied (36% in 2004).

The percent not very satisfied appears to be below the Peer Group and National Averages.

Because all Wards and most socio-economic groups have small bases (<30), no comparisons have been made.

Taking into account the varying bases, residents contacting a Council office in writing are similarly likely to be not very satisfied as residents who contact Council either by phone or in person.

Reasons They Are Not Very Satisfied

6 residents contacting Council Offices in writing are not very satisfied and give the following main reasons* ...

- unsatisfactory outcome, mentioned by 5% of residents contacting Council in writing (3 respondents),
- don't listen / one-sided view, 2% (1 respondent),
- slow service, 2% (1 respondent).

* multiple responses allowed

Satisfaction When Contacting A Council Office In Writing

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices In Writing</u>					
2005	41	47	88	12	-
2004	26	35	61	36	3
2003	40	27	67	28	5
2002	38	32	70	24	6
2001	48	44	92	8	-
2000	34	26	60	35	5
<u>Comparison</u>					
Peer Group (Provincial)	37	27	64	36	-
National Average	26	43	69	26	5
<u>Ward*</u>					
North	32	42	74	26	-
South	22	78	100	-	-
East	49	38	87	13	-
West	68	24	92	8	-

% read across

* Caution small bases (all <20)

g. Satisfaction When Contacting The Council Offices By E-Mail



92% of Rotorua residents contacting the Council offices by e-mail, in the last 12 months, are satisfied, while 8% are not very satisfied.

As the bases for Wards and most socio-economic groups are very small (<15), no comparisons have been made.

Reasons They Are Not Very Satisfied

The reasons given by the three respondents contacting the Council by e-mail who are not very satisfied are:

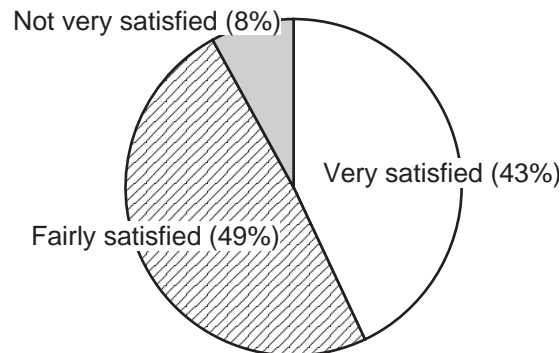
"Haven't had a reply to my e-mail yet to do with address."

"Got ignored, no answer."

"Re lake pollution - trucks using State Highway 30 are polluting Lake Rotoiti - turned away from Council, told 'not our problem'."

h. Satisfaction With Overall Service Received When Contacted Council Offices

Overall - Contacted A Council Office In The Last 12 Months



Base = 239

58% of residents have contacted the Council offices in the last 12 months. These residents were asked to say how satisfied they are with the overall service they received. 92% are satisfied with the service received, with 43% being very satisfied (33% in 2004), while 8% are not very satisfied.

The percent not very satisfied with the service they received from Council offices is slightly below the Peer Group and National Averages and similar to last year's reading.

Residents with an annual household income of less than \$30,000 who have contacted Council are more likely to be not very satisfied, than other income groups.

Satisfaction With Overall Serviced Received When Contacted Council Offices

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council</u>					
2005	43	49	92	8	-
2004	33	55	88	11	1
2003	41	48	89	11	-
2002	41	46	87	11	2
2001	38	57	95	5	-
2000	43	45	88	9	3
<u>Comparison</u>					
Peer Group (Provincial)	47	37	84	16	-
National Average	43	39	82	17	1
<u>Ward</u>					
North	44	46	90	10	-
South	30	63	93	6	1
East	54	40	94	6	-
West	44	45	89	11	-
<u>Household Income</u>					
Less than \$30,000 p.a.	58	25	83	17	-
\$30,000 to \$60,000 p.a.	43	51	94	6	-
More than \$60,000 p.a.	38	56	94	6	-

% read across

Recommended Satisfaction Measures For Reporting Purposes:

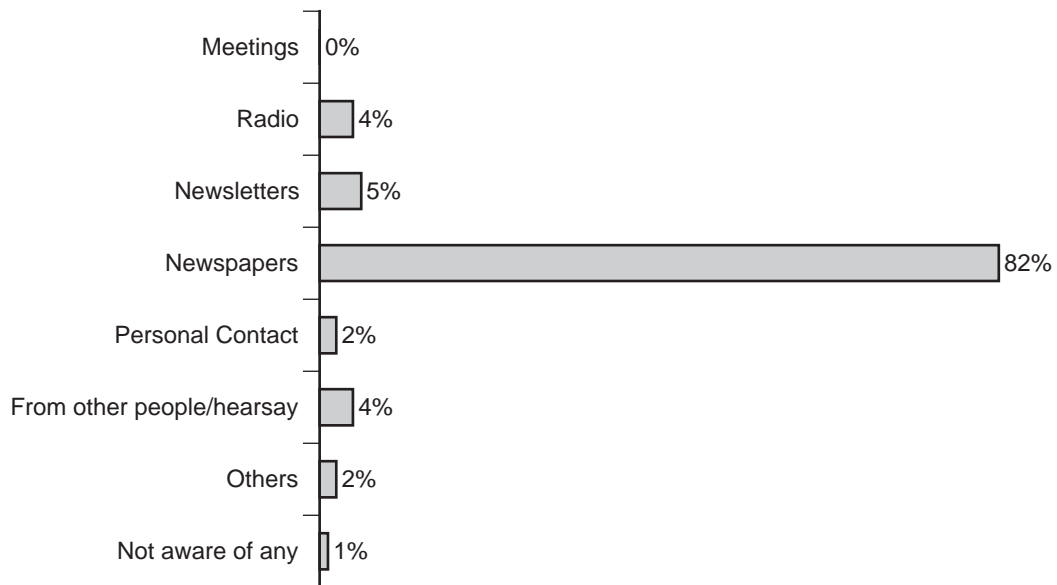
Contacted Council in the last 12 months	=	92%
Contacted Council by phone	=	90%
Contacted Council in person	=	91%
Contacted Council in writing	=	88%
Contacted Council by e-mail	=	92%



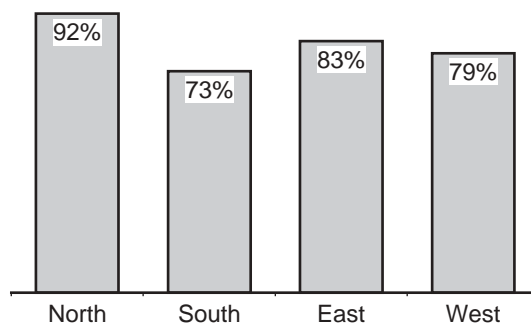
5. Information

a. Main Source Of Information About Council

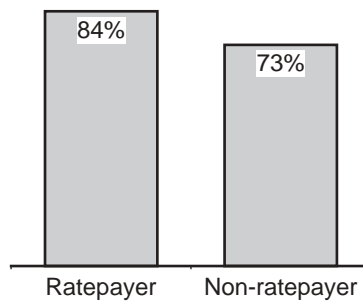
Where, Or From Whom, Do You Mainly Get Your Information About Council?



Percent Saying 'Newspapers' - By Ward



Percent Saying 'Newspapers' - Comparing Different Types Of Residents



The majority of residents (82%) consider newspapers to be their main source of information about Council (79% in 2004).

Ratepayers are more likely to consider newspapers to be their main source of information about Council than non-ratepayers.

It also appears that North Ward residents are slightly more likely, than other Ward residents, to say this.

Residents who get their information about Council mainly from newspapers*, get their information from ...

- Daily Post, 84% of residents who consider newspapers to be their main source of information about Council, (85% in 2004),
- Rotorua Review, 56% (52% in 2004),
- Weekender, 45% (36% in 2004),
- New Zealand Herald, 4% (3% in 2004),
- others, 4%.

Base = 334

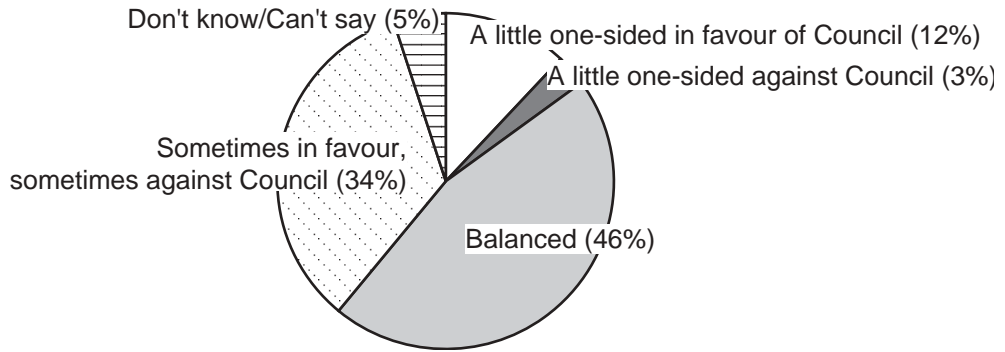
* multiple responses allowed

The other newspapers mentioned are ...

- Mokoia Community News (2 mentions)
 - Reporoa Roundabout (2 mentions)
 - Sunday Times
 - BOP Environment
 - Sunday News
 - Newspaper supplement)
 - Thermal Air
 - Regional Guardian
 - the local paper
 - Ngongotaha Journal
 - Ngongotaha News
 - Ngongotaha newspaper
- (all 1 mention)

b. Is The Information Provided About Council Balanced?

Is The Information From The Source You Mentioned ...?



Base = 403

Summary Table - How Balanced Is Information About Council?

	Mentioned Main Source 2005 %	Mentioned Main Source 2004 %	Ward			
			North %	South %	East %	West %
<u>Percent Who Mentioned ...</u>						
Balanced - neither for nor against Council	46	38	48	45	38	51
Sometimes in favour and sometimes against Council	34	41	34	29	42	31
A little one-sided	49	55				
- in favour of Council	12	13	14	16	10	9
- against Council	3	1	1	-	7	3
Don't know / can't say	5	7	3	10	3	6
Total	100	100	100	100	100	100
Base	403	399	101	100	102	100

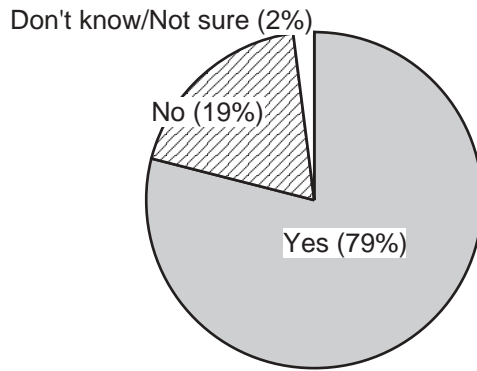
46% of residents who are aware of information about what's going on in the District see the information provided about Council as balanced, neither for nor against Council (38% in 2004), while 34% see that information as sometimes in favour and sometimes against Council (41% in 2004).

12% of residents see information provided about Council as a little one-sided in favour of Council, with 3% seeing it as a little one-sided against Council.

Residents more likely to see information provided about Council as balanced are ...

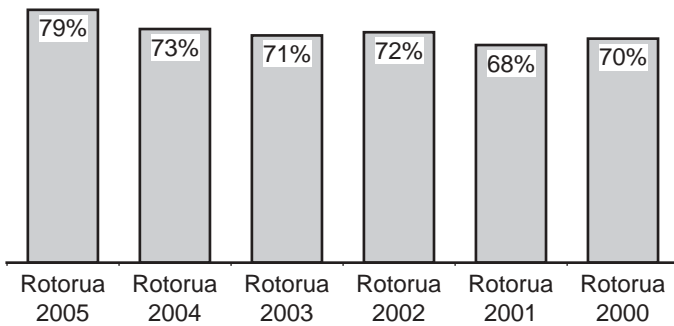
- NZ Maori residents,
- non-ratepayers.

c. Readership Of Information Published By Council In The Last 12 Months

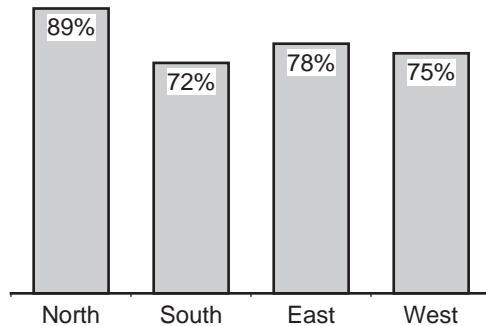


Base = 403

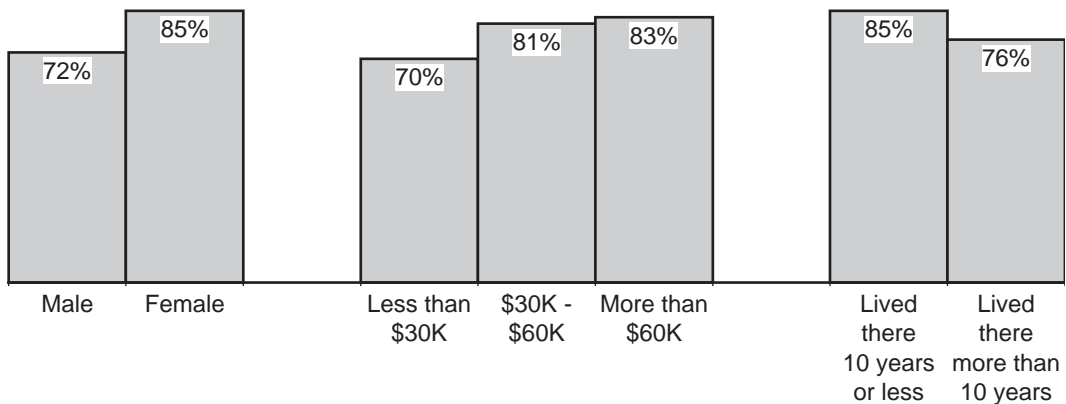
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



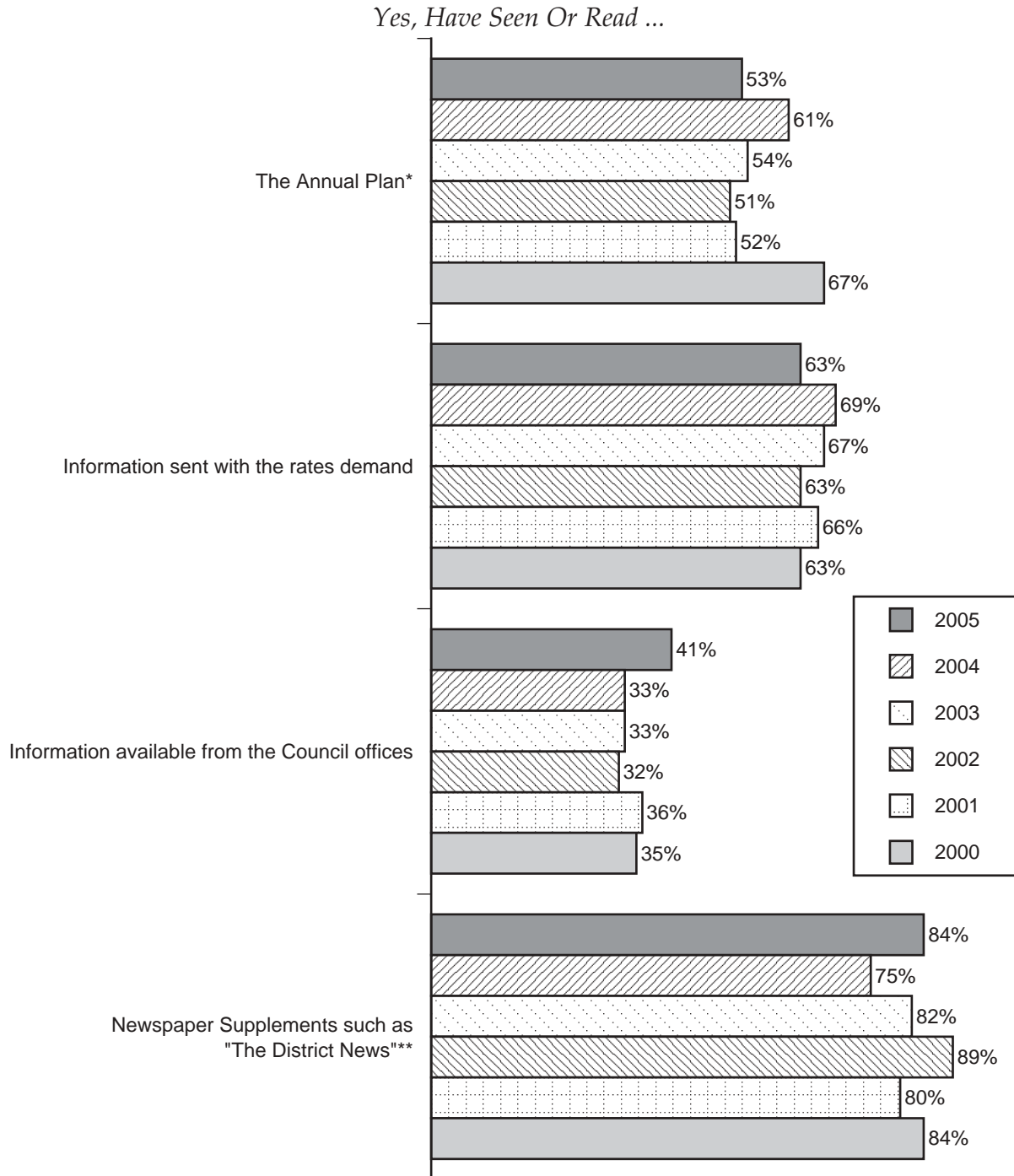
79% of residents who are aware of information about what's going on in the District say they have seen or read, in the last 12 months, information Council publishes specifically for the community (73% in 2004).

Residents more likely to have seen or read information published by Council in the last 12 months are ...

- North Ward residents,
- women,
- residents with an annual household income of \$30,000 or more,
- shorter term residents, those residing in the District 10 years or less.

d. Types Of Information Published By Council Residents Have Seen Or Read In The Last 12 Months

Those residents (79%) who have seen or read information published by Council were asked to consider what types they have seen/read in the last 12 months.

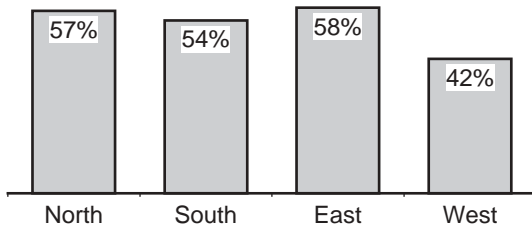


* In 2004, this was referred to as "The Draft 10 Year Plan"

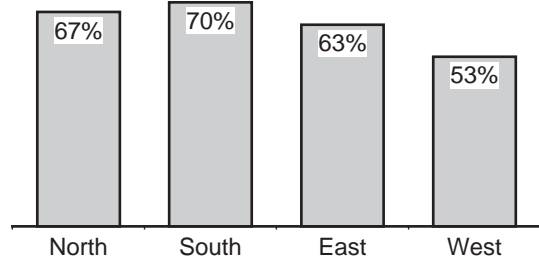
**Prior to 2003, only "The District News" was mentioned.
In 2004, this also included "The Draft 10 Year Plan Summary"

Yes, Have Seen/Read - By Ward

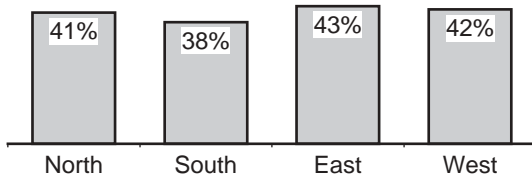
The Annual Plan



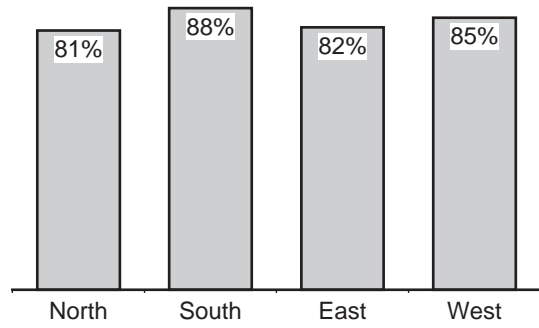
Information Sent With Rates Demand



Information From Council Offices



Newspaper Supplements



Of those who have seen or read information published by Council in the last 12 months, a majority (84%, compared to 75% in 2004) have seen or read the newspaper supplements, information sent with their rates demand (63%, 69% in 2004), and / or the Annual Plan (53%).

Residents more likely to have read or seen the newspaper supplements are ...

- residents aged 40 years or over,
- longer term residents, those residing in the District more than 10 years.

Residents more likely to have read or seen information sent with the rates demand are ...

- residents aged 40 years or over,
- NZ European residents.
- residents with an annual household income of \$30,000 or more,
- ratepayers.

It appears that West Ward residents are slightly less likely, than other Ward residents, to have seen / read this information.

Residents more likely to have read or seen the Annual Plan are ...

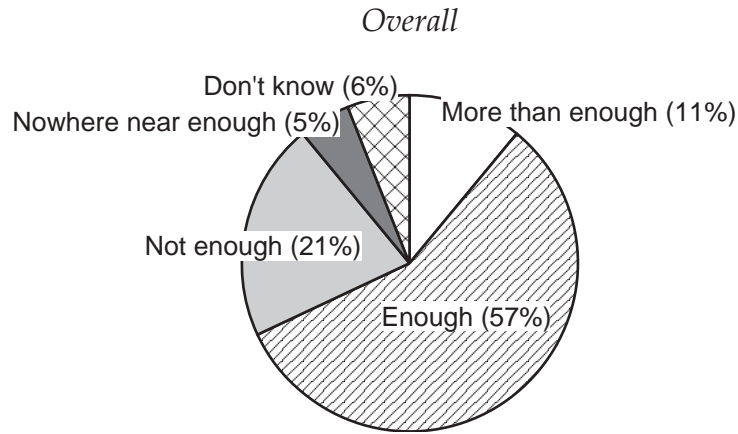
- all Ward residents except West Ward residents,
- men,
- residents aged 40 years or over,
- residents with an annual household income of \$30,000 or more,
- NZ European residents,
- ratepayers,
- shorter term residents, those residing in the District 10 years or less,
- residents who live in a one or two person household.

Residents more likely to have read or seen the information available at Council Offices are ...

- residents with an annual household income of more than \$60,000,
- shorter term residents, those residing in the District 10 years or less,
- residents aged 18 to 39 years.

e. The Sufficiency Of The Information Supplied

All residents were asked whether they considered the information supplied by Council to be sufficient.



Summary Table - Comparisons

	Total District 2005 %	Total District 2004 %	Peer Group Average %	National Average %
<u>Percent Who Mentioned ...</u>				
More than enough	11] 68	7] 61	8] 66	7] 65
Enough	57]	54]	58]	58]
Not enough	21] 26	27] 34	22] 30	24] 31
Nowhere near enough	5]	7]	8]	7]
Don't know / not sure	6	5	4	4
Total	100	100	100	100

68% of residents feel that there is enough/more than enough information supplied (61% in 2004), with 26% feeling there is not enough/nowhere near enough information supplied (34% in 2004).

Rotorua District residents are similarly likely as Peer Group residents and on par with residents nationwide in feeling there is enough/more than enough information.

Residents more likely to feel there is enough/more than enough information supplied by Council are ...

- women,
- NZ European residents.



6. Representation

The success of democracy of the Rotorua District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. Council wishes to understand the perceptions that its residents have on how easy or how difficult it is to have their views heard. It is understood that people's perceptions can be based on personal experience or on hearsay.

a. Awareness Of Their Councillors

To be able to put a viewpoint to a Councillor, citizens must first know who their Councillors are.

Number Of Councillors Correctly Identified	2005 %	2004 %	2003 %	2002 %	2001 %	2000 %
Five or more	15	15	11	16	17	10
Four	8	10	11	11	12	11
Three	15	14	11	15	12	14
Two	14	14	16	20	16	17
One	22	20	27	25	25	24
No names recalled	26	27	24	13	18	24
Total	100	100	100	100	100	100
Base	408	403	401	400	401	400

In total, 74% of Rotorua residents are able to correctly name at least one Councillor. 38% of residents can name three or more Councillors.

On average, residents who can name a Councillor, can name two.

b. Accessibility Of Councillors

	Would know how to contact Councillor and would do so	Would not know how to make contact, would let matter drop	Don't know
<u>Overall</u>			
Total District 2005	84	13	3
2004	77	22	1
2003	80	18	2
2002	79	19	2
2001	82	17	1
2000	75	24	1
<u>Ward</u>			
North	81	16	3
South	83	16	1
East	88	10	2
West	86	12	2
<u>Length of Residence</u>			
Lived there 10 years or less	90	6	4
Lived there more than 10 years	82	17	1

% read across

84% of residents in the Rotorua District feel they know how to contact a Councillor and would go ahead and do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor (77% in 2004).

Shorter term residents, those residing in the District 10 years or less, are more likely to feel they know how to contact a Councillor and would go ahead and do so, than longer term residents.

c. Councillors' Approachability

Summary Table - Degree Of Approachability

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
<u>Overall</u>				
Total District 2005	48	10	28	14
2004	49	9	29	13
2003	49	11	29	11
2002	53	7	29	11
2001	47	10	32	11
2000	49	8	29	14
<u>Comparison</u>				
Peer Group Average	48	7	36	9
National Average	40	11	35	14
<u>Ward</u>				
North	47	15	22	16
South	49	12	27	12
East	51	6	31	12
West	46	9	32	13
<u>Age</u>				
18-39 years	40	10	34	16
40-59 years	52	10	24	14
60+ years	60	11	21	8
<u>Length of Residence</u>				
Lived there 10 years or less	54	8	24	14
Lived there more than 10 years	46	12	29	13

% read across

In terms of how approachable residents feel their Councillors to be, 48% of residents believe their elected representatives welcome questions, comments and requests so that they would feel comfortable approaching them. 10% feel they appear reluctant and resistant to comments and requests, with 28% saying the answer lies somewhere between the two. These readings are similar to last year's findings.

Rotorua District residents are more likely, in terms of feeling comfortable approaching Councillors, than New Zealanders on average, but are similar to their Peer Group counterparts, in feeling this way.

Residents more likely to feel comfortable in approaching a Councillor, are ...

- residents aged 40 years or over,
- shorter term residents, those residing in the District 10 years or less.

d. Perceived Degree Of Open-Mindedness Of Councillors

Summary Table - Degree Of Open-Mindedness

	Give fair and open- minded hearing %	Give defensive one-sided hearing %	Somewhere between the two %	Don't know %
<u>Overall</u>				
Total District 2005	36	11	44	9
2004	32	17	42	9
2003	43	14	33	10
2002	44	10	37	9
2001	36	11	43	10
2000	38	11	42	9
<u>Comparison</u>				
Peer Group Average	33	15	46	6
National Average	29	18	43	10
<u>Ward</u>				
North	34	11	42	13
South	42	11	40	7
East	36	9	48	7
West	32	13	44	11
<u>Age</u>				
18-39 years	27	9	56	8
40-59 years	43	13	35	9
60+ years	44	12	32	12
<u>Ratepayer?</u>				
Ratepayer	39	10	43	8
Non-ratepayer	24	15	48	13
<u>Length of Residence</u>				
Lived there 10 years or less	29	9	52	10
Lived there more than 10 years	39	12	40	9

% read across

36% of residents feel that Councillors give a fair and open-minded hearing when dealing with local community issues (32% in 2004), 11% say they give a defensive and one-sided hearing (17% in 2004), 44% say the answer lies somewhere between the two, and 9% of residents don't know.

Rotorua residents are on par with the Peer Group Average and above the National Average, in terms of believing that their Councillors give an open-minded hearing.

Residents more likely to feel that Councillor give a fair and open-minded hearing are ...

- residents aged 40 years or over,
- ratepayers,
- longer term residents, those residing in the District more than 10 years.

e. Expected Degree Of Consultation

Summary Table - Expected Degree Of Consultation

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
<u>Overall</u>				
Total District 2005	26	51	22	1
2004	21	49	30	-
2003	24	49	26	1
2002	24	49	26	1
2001	25	53	21	1
2000	23	47	28	2
<u>Comparison</u>				
Peer Group Average	16	57	25	2
National Average	16	57	25	2
<u>Ward</u>				
North	27	57	16	-
South	22	58	19	1
East	36	43	21	-
West	20	47	32	1
<u>Ethnicity</u>				
NZ European	25	56	18	1
NZ Maori	29	41	30	-
<u>Household Size</u>				
1-2 person household	31	47	21	1
3+ person household	24	54	22	-
<u>Age</u>				
18-39 years	17	58	25	-
40-59 years	33	45	21	1
60+ years	34	48	16	2

% read across

When asked how much consultation they would like Council to have with its residents, 51% opted for Council consulting with residents on major issues only. Rotorua residents are slightly below residents nationwide and residents in their Peer Group, in this respect.

Residents more likely to want to be consulted on major issues are ...

- North and South Ward residents,
- NZ European residents,
- residents who live in a three or more person household,
- residents aged 18 to 39 years.

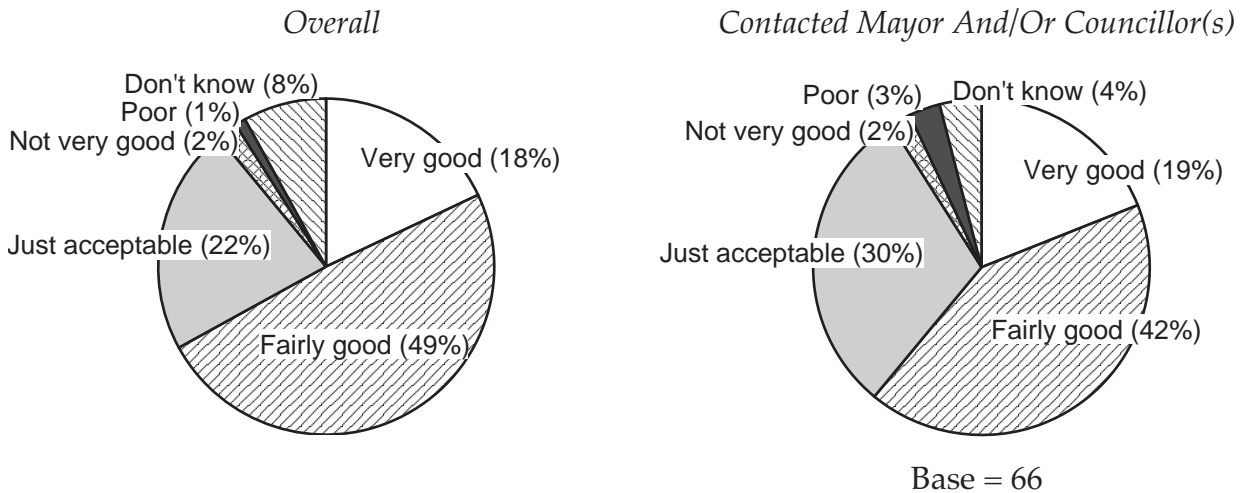
Residents give the following main examples of major issues they wish to be consulted on ...

- lake water quality / cleaning up the lakes, 9% of all residents,
- airport development / extension, 9%,
- roading / new roads, 7%,
- sewerage, 5%,
- rates increases / setting of rates, 4%.

Other issues mentioned by 3% of residents or less are ...

- major expenditure,
- town planning / zoning / subdivisions,
- fluoridation of water / other water issues,
- rubbish / recycling,
- major developments / projects / buildings,
- lake ownership / access / other lake issues,
- environmental issues (general),
- traffic / parking issues,
- economy / business development,
- crime / safety issues,
- anything that affects the community.

f. Performance Rating Of The Mayor And Councillors In The Last Year



67% of residents rate the performance of the Mayor and Councillors over the past year as very / fairly good (64% in 2004). 3% rate their performance as not very good / poor (6% in 2004).

In terms of those rating the Mayor and Councillors as very / fairly good, Rotorua residents rate their performance slightly above the Peer Group Average and above the National Average.

Residents who have contacted the Mayor and /or Councillors in the last 12 months, rate performance on par with residents overall (61%).

Residents more likely to rate the performance of the Mayor and Councillors as very / fairly good are ...

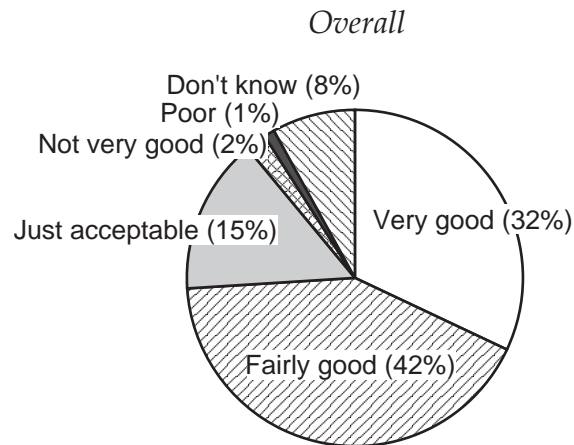
- NZ Maori residents,
- non-ratepayers.

Summary Table - Performance Rating Of The Mayor And Councillors In The Last Year

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/poor %	Don't know %
<u>Overall</u>				
Total District 2005	67	22	3	8
Those who have contacted a Councillor or Mayor in the last year (N=66)	61	30	5	4
2004	64	24	6	6
2003	68	18	5	9
2002	75	14	5	6
2001	70	19	3	8
2000	75	14	4	7
<u>Comparison</u>				
Peer Group Average	61	26	7	6
National Average	54	26	13	7
<u>Ward</u>				
North	68	19	2	11
South	64	21	3	12
East	65	26	2	7
West	71	20	5	4
<u>Ethnicity</u>				
NZ European	64	24	3	9
NZ Maori	(77)	16	2	5
<u>Ratepayer?</u>				
Ratepayer	65	(24)	3	8
Non-ratepayer	(75)	12	4	9

% read across

g. Performance Rating Of The Council Staff In The Last Year



74% of residents rate the performance of the Council staff as very or fairly good. Rotorua residents rate their own Council staff's performance above Peer Group residents and the nation as a whole. 3% rate their performance as not very good or poor.

Residents more likely to rate Council staff performance as very good / fairly good are ...

- women,
- NZ Maori residents,
- residents aged 18 to 39 years or 60 years or over.

Summary Table - Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/poor %	Don't know %
<u>Overall</u>				
Total District 2005	74	15	3	8
2004	72	13	4	11
2003	70	13	3	14
2002	70	12	4	14
2001	72	12	4	12
2000	73	11	4	12
<u>Comparison</u>				
Peer Group Average	66	19	6	9
National Average	61	21	8	10
<u>Ward</u>				
North	75	15	3	7
South	80	8	4	8
East	70	20	1	9
West	71	16	6	7
<u>Gender</u>				
Male	66	24	4	6
Female	80	7	3	10
<u>Ethnicity</u>				
NZ European	72	16	3	9
NZ Maori	81	12	3	4
<u>Age</u>				
18 - 39 years	77	15	1	7
40 - 59 years	67	19	7	7
60+ years	77	7	2	14

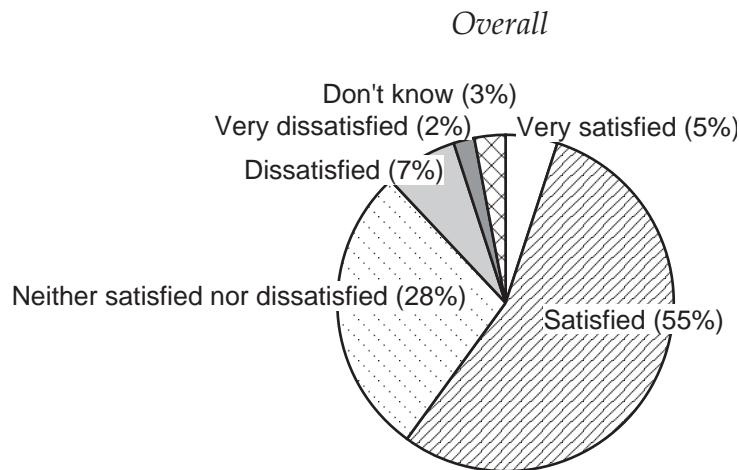
% read across



7. Local Issues

a. **Council Consultation And Community Involvement**

i. Satisfaction With The Way Council Involves The Public In The Decisions It Makes



5% of residents are very satisfied with the way Council involves the public in the decisions it makes, and 55% are satisfied (43% in 2004). 2% of residents are very dissatisfied with the process and 7% are dissatisfied (14% in 2004). 3% are unable to comment and 28% are neither satisfied nor dissatisfied.

The dissatisfied/very dissatisfied reading (9%) is below the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who are dissatisfied/very dissatisfied with the way Council involves the public in the decisions it makes. However, it appears that men are slightly more likely, than women, to feel this way.

The main reasons* 9% of residents are dissatisfied/very dissatisfied with the Council's consultation process are ...

- do what they want/don't listen/ignore our opinion, mentioned by 41% of residents who are dissatisfied/very dissatisfied,
- lack of information/don't tell us what they're doing, 32%,
- don't involve us enough/lack of consultation, 18%,
- decisions are already made, 7%.

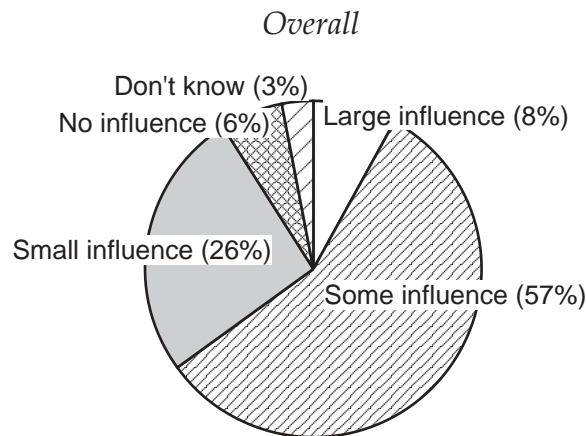
* multiple responses allowed

Satisfaction With The Way Council Involves The Public In The Decisions It Makes

	Very Satisfied %	Satisfied %	Very Satisfied/ Satisfied %	Neither Satisfied nor Dissatisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very Dissatisfied %	Don't Know %
<u>Overall</u>								
Total District								
2005	5	55	60	28	7	2	9	3
2004	6	43	49	30	14	2	16	5
2003	8	48	56	27	11	-	11	6
2002	7	53	60	25	7	3	10	5
2001	6	44	50	31	11	2	13	6
<u>Comparison</u>								
Peer Group Average	7	44	51	28	14	3	17	4
National Average	5	44	49	26	18	4	22	3
<u>Ward</u>								
North	8	44	52	38	7	1	8	2
South	4	55	59	28	4	5	9	4
East	2	60	62	26	8	2	10	2
West	6	62	68	19	10	1	11	2
<u>Gender</u>								
Male	7	52	59	27	10	2	12	2
Female	3	58	61	29	5	2	7	3

% read across

ii. How Much Influence Do Residents Feel The Public Has On Decisions That The Council Makes?



8% of residents feel the public has a large influence on the decisions that Council makes (11% in 2004), while 57% think they have some influence (47% in 2004). 26% of residents say the public has a small influence (31% in 2004) and 6% feel the public has no influence on Council decisions. 3% are unable to comment.

Residents more likely to feel the public has a small influence / no influence are ...

- women,
- NZ European residents,
- longer term residents, those residing in the District more than 10 years.

It also appears that West Ward residents are slightly more likely, than other Ward residents, to feel this way.

The main reasons* 32% of residents feel the public has a small influence / no influence on the decisions that Council makes are ...

- don't listen to us / do what they want, mentioned by 54% of residents who feel the public has a small influence / no influence on Council decisions,
- lack of consultation / public involvement, 16%,
- decisions are already made / already made up their minds, 13%,
- lack of information / don't tell us what they're doing, 11%.

* multiple responses allowed

How Much Influence Do Residents Feel The Public Has On Decisions That The Council Makes?

		Large influence %	Some influence %	Large/ some influence %	Small influence %	No influence %	Small/ no influence %	Don't know %
<u>Overall</u>								
Total District	2005	8	57	65	26	6	32	3
	2004	11	47	58	31	7	38	4
	2003	6	54	60	28	5	33	7
	2002	9	53	62	25	6	31	7
	2001	7	51	58	30	5	35	7
<u>Ward</u>								
North		10	57	67	25	6	31	2
South		9	58	67	21	5	26	7
East		7	60	67	27	3	30	3
West		7	51	58	31	9	40	2
<u>Gender</u>								
Male		10	59	69	23	5	28	3
Female		6	55	61	29	6	35	4
<u>Ethnicity</u>								
NZ European		5	56	61	28	7	35	4
NZ Maori		17	57	74	21	2	23	3
<u>Length of Residence</u>								
Lived there 10 years or less		8	65	73	19	3	22	5
Lived there more than 10 years		8	53	61	29	7	36	3

% read across

b. Emergency Management

i. Do Households Have An Emergency Kit (that includes stored food, water, a radio, batteries and a torch)?

	Yes %	No %	Don't know %
<u>Overall</u>			
Total District 2005	35	65	-
2004	32	68	-
<u>Ward</u>			
North	39	61	-
South	42	58	-
East	34	66	-
West	27	73	-
<u>Age</u>			
18-39 years	↓ 28	↑ 72	-
40-59 years	↓ 37	↑ 63	-
60+ years	↓ 51	↑ 49	-
<u>Length of Residence</u>			
Lived there 10 years or less	25	75	-
Lived there more than 10 years	40	60	-
<u>Household Income</u>			
Less than \$30,000 p.a.	43	56	1
\$30,000 - \$60,000 p.a.	33	67	-
More than \$60,000 p.a.	30	70	-
<u>Gender</u>			
Male	39	61	-
Female	32	68	-

% read across

35% of residents say their household has an emergency kit (32% in 2004), while 65% of residents say they do not (68% in 2004).

Residents more likely to say 'No' are ...

- women,
- residents aged 18 to 59 years, in particular those aged 18 to 39 years,
- shorter term residents, those residing in the District 10 years or less,
- residents with an annual household income of \$30,000 or more.

ii. Do Households Have An Emergency Plan?

	Yes %	No %	Don't know %
<u>Overall</u>			
Total District 2005	39	60	1
2004	37	63	-
<u>Ward</u>			
North	38	62	-
South	42	56	2
East	36	64	-
West	41	59	-
<u>Ratepayer?</u>			
Ratepayer	37	62	1
Non-ratepayer	48	52	-
<u>Household Size</u>			
1-2 person household	31	69	-
3+ person household	45	54	1
<u>Gender</u>			
Male	42	57	1
Female	36	64	-
<u>Household Income</u>			
Less than \$30,000 p.a.	46	54	-
\$30,000 - \$60,000 p.a.	29	71	-
More than \$60,000 p.a.	44	54	2

% read across

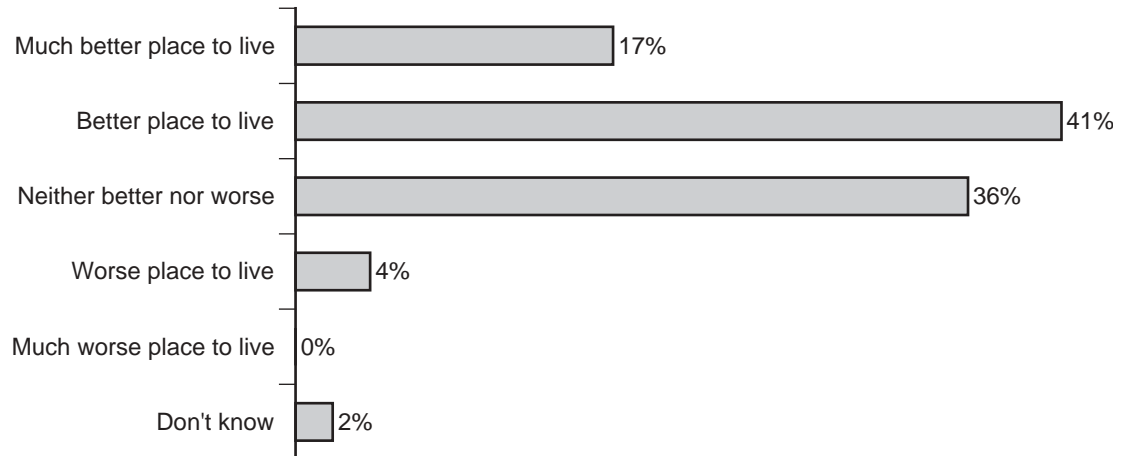
39% of residents say their household has an emergency plan of what to do and where to meet in the event of a Civil Defence emergency, while 60% of residents say they do not (63% in 2004).

Residents more likely to say 'No' are ...

- ratepayers,
- residents who live in a one or two person household,
- women,
- residents with an annual household income of \$30,000 to \$60,000.

c. Diversity

Residents feel that the increase in the number of people with diverse lifestyles and from a variety of countries and cultures makes the Rotorua District a ...



17% of residents feel the increase in the number of people with diverse lifestyles and from a variety of countries and cultures makes Rotorua District a much better place to live, while 41% say it makes the District a better place to live (35% in 2004). 36% feel the increase in diversity makes Rotorua neither a better nor worse place to live (40% in 2004), and 4% say it makes it a worse place to live (7% in 2004). 2% are unable to comment.

The percent saying "much better/better place to live" (58%) is above the Peer Group Average and on par with the National Average.

Residents aged 60 years or over are less likely to feel this diversity makes Rotorua District a "much better/better place to live", than other age groups.

Perception Of Increasing Diversity In The District

	Much better place to live %	Better place to live %	Much better/ better place to live %	Neither better nor worse %	Worse place to live %	Much worse place to live %	Worse/ much worse place to live %	Don't Know %
<u>Overall</u>								
Total District								
2005	17	41	58	36	4	-	4	2
2004	15	35	50	40	7	1	8	2
2003	16	40	56	35	6	-	6	3
2002	15	39	54	39	5	-	5	2
<u>Comparison</u>								
Peer Group Average	15	33	48	44	5	1	6	2
National Average	14	41	55	35	6	2	8	2
<u>Ward</u>								
North	22	40	62	33	3	-	3	2
South	21	32	53	39	5	1	6	2
East	16	44	60	35	4	-	4	1
West	9	46	55	39	4	-	4	2
<u>Age</u>								
18-39 years	16	43	59	38	2	-	2	1
40-59 years	23	38	61	33	5	-	5	1
60+ years	11	38	49	38	7	1	8	5

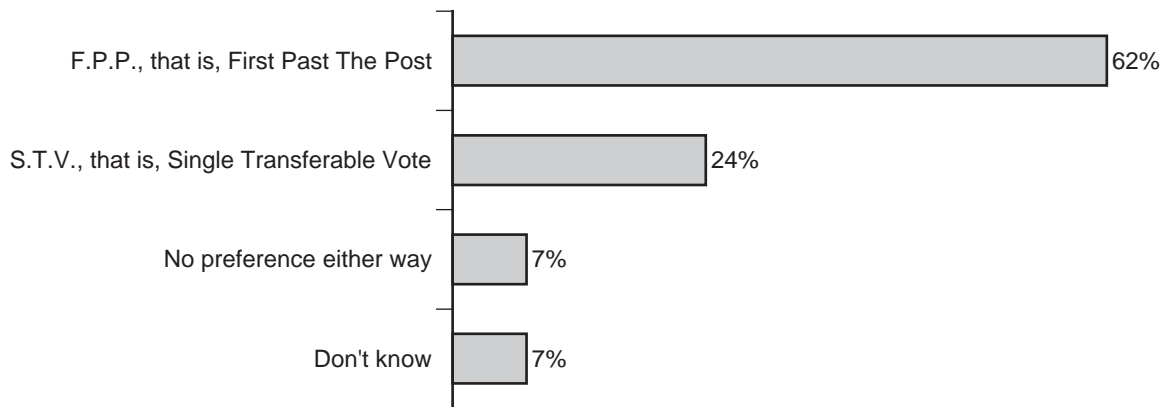
% read across

d. Electoral Review Issues

i. System Preference

In 2004, F.P.P., or First Past The Post, was used to elect the Mayor and Councillors, and S.T.V., or Single Transferable Vote, was used to elect District Health Board members.

In 2007, the voting system residents would prefer to elect the Mayor and Councillors is ...



62% of residents say the voting system they would prefer to elect the Mayor and Councillors in 2007 is First Past The Post, with 24% favouring the Single Transferable Vote system.

Residents more likely to prefer F.P.P. are ...

- East and West Ward residents,
- residents aged 40 to 59 years,
- residents who live in a one or two person household.

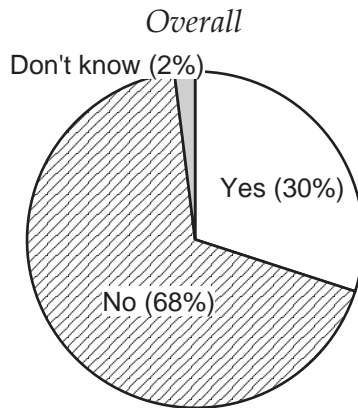
Preferred Voting System for The 2007 Council Elections

	F.P.P. %	S.T.V. %	No preference either way %	Don't know
<u>Overall</u>				
Total District 2005	62	24	7	7
<u>Ward</u>				
North	57	28	12	3
South	46	35	3	16
East	75	18	2	5
West	70	16	11	3
<u>Age</u>				
18 - 39 years	53	30	9	8
40 - 59 years	73	15	6	6
60+ years	63	25	4	8
<u>Household Size</u>				
1-2 person household	66	24	4	6
3+ person household	59	25	9	7

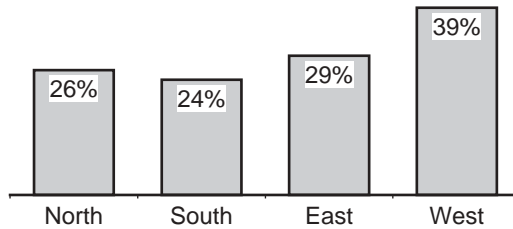
% read across

ii. Maori Wards

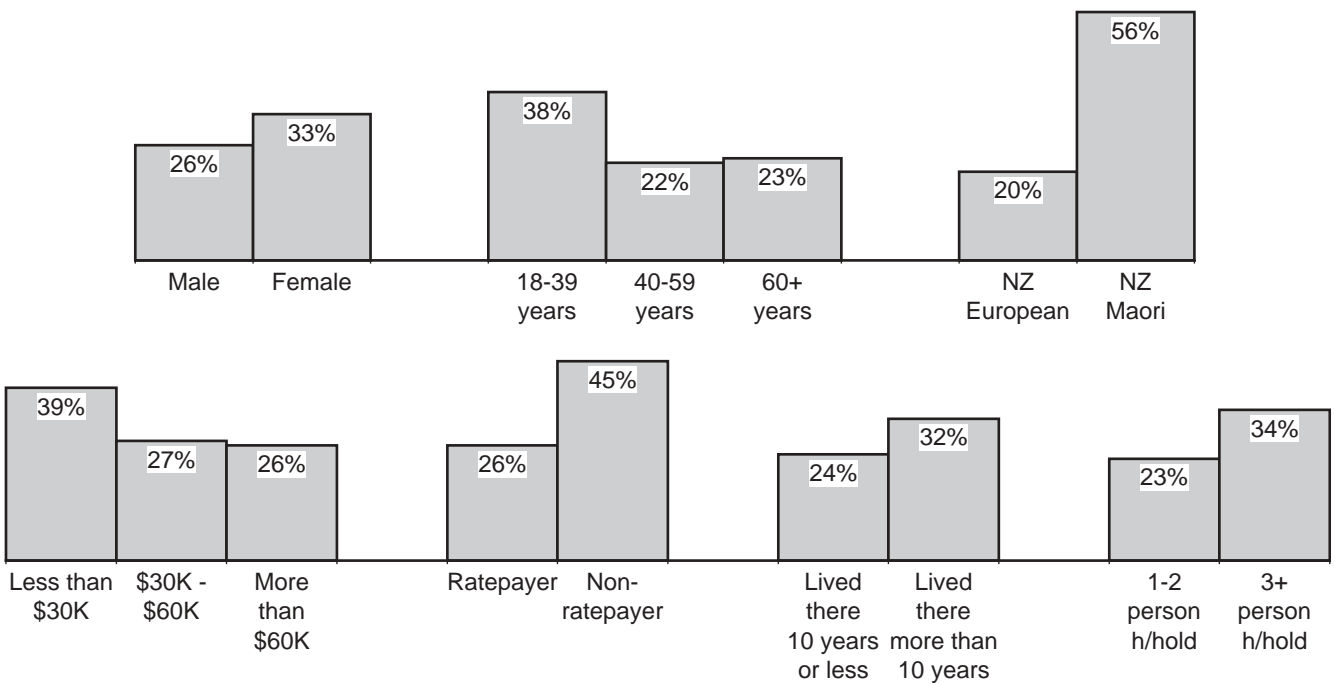
The Council is presently considering whether or not to establish Maori Wards. Residents were asked to say whether they think that a Maori Ward or Wards, similar to what exists for the Maori seats in the Central Government elections, should be established for the Rotorua District Council elections.



Percent Saying "Yes" - By Ward



Percent Saying "Yes" - Comparing Different Types of Residents



30% of residents think Maori Wards should be established for the Rotorua District Council elections, while 68% say they shouldn't and 2% are unable to comment.

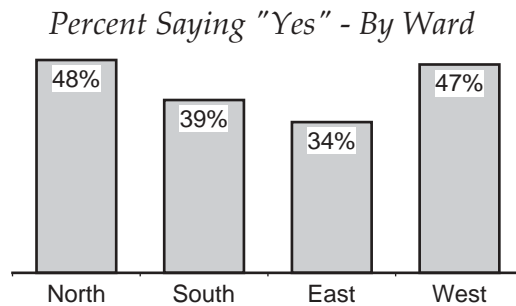
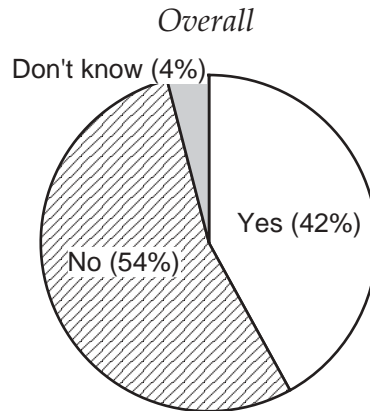
Residents more likely to say "Yes" are ...

- West Ward residents,
- women,
- residents aged 18 to 39 years,
- NZ Maori residents,
- residents with an annual household income of less than \$30,000,
- non-ratepayers,
- longer term residents, those residing in the District more than 10 years,
- residents who live in a three or more person household.

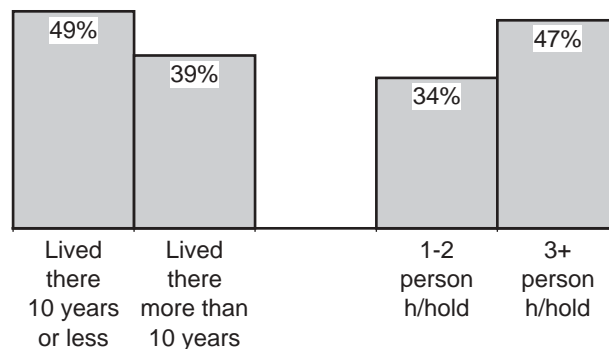
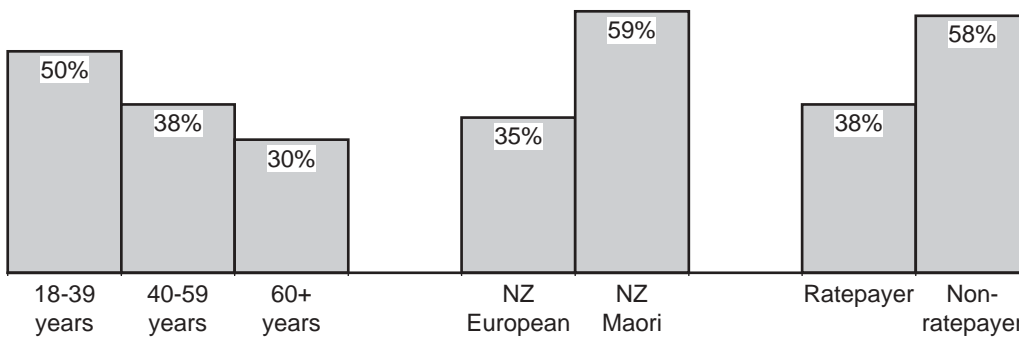
iii. Community Boards

The Council could establish one or more Community Boards in the future. This would mean that both District Councillors and Community Board members could represent the views of residents to the Council, but there would be an extra cost to set up and run the Community boards.

Do residents think that the Council should establish one or more Community Boards?



Percent Saying "Yes" - Comparing Different Types of Residents



42% of residents think the Council should establish one or more Community Boards, while 54% say they shouldn't and 4% are unable to comment.

Residents more likely to say "Yes" are ...

- residents aged 18 to 39 years,
- NZ Maori residents,
- non-ratepayers,
- shorter term residents, those residing in the District 10 years or less,
- residents who live in a three or more person household.

It also appears that North and West Ward residents are slightly more likely to feel this way, than other Ward residents.

E. APPENDIX

Base by Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<u>Ward</u>	North	101	105
	South	103	99
	East	103	103
	West	101	101
<u>Gender</u>	Male	199	192
	Female	209	216
<u>Age</u>	18-39 years	95	185
	40-59 years	173	142
	60+ years	140	80
<u>Ethnicity</u> [†]	NZ European	331	287
	NZ Maori	64	108

* Interviews are intentionally conducted in approximately equal numbers in each Ward, even though the populations may differ from Ward to Ward. This is done to give a relatively robust sample base within each Ward. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Also please refer to pages 2 to 4.

† 1 respondent identified as a Pacific Islander, 6 as Asians , 2 as 'Other' and 4 refused to state their ethnicity (weighted numbers).

* * * * *